



Parent Handbook

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Lollipops Childcare Centre

Welcome

Lollipops Childcare Centre is a family owned and operated centre which has been part of the community for over 20 years inspiring children to learn and grow through play. We (Kym and Grant) purchased the centre in 2013 and our aim is to provide your child a learning environment that is welcoming and homely. Our own 3 children were raised in childcare, so we understand the importance of the relationship between a centre and your family. We aren't just a name on a letter head with the office based elsewhere we are here in WA and have a hands-on approach with an open-door policy. We understand how busy you are running a family, working, studying and enjoying life so you don't have to wait days or send an email to get an answer for those important questions you may have, our Centre Director has the autonomy to make decisions and respond quickly to your requests.

Continuous improvement is a high priority for both us and our educators. We are always open to innovative ideas and feedback from families to ensure that we can constantly grow. Educators regularly attend training programs to up skill and gain extended knowledge about current childcare practices which we can implement at the centre. We hold parent nights on a regular basis to encourage parent networking in a relaxed forum outside of the busy pickup and drop off times.

We are committed to giving every child entrusted to our care the very best in early childhood education by providing a stimulating, innovative and caring environment which fosters a child's natural curiosity and thirst for knowledge. We believe that all children are creative, full of potential and learn naturally through play. Children learn best when they are relaxed and included, knowing they can touch, play and make a mess. We cater to all children and adapt to their style of play and interests by offering a mixture of play areas. From the natural areas using wood and stone to the conventional colourful cubby house.

For many children this will be their first experience away from family and others known to them, so it is our priority that your child feels safe, secure and content in their unfamiliar environment. To ensure that the transition from your home to the centre is as smooth as possible, we believe it is necessary for all of us to work together so that your child's learning journey is exciting and full of new experiences.



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Our Philosophy

Lollipops Childcare Centre is committed to reinforcing the principles laid out in the United Nations Convention on the Rights of your child.

The Convention states that all children have the right to an education that lays a foundation for the rest of their lives, maximises their ability, and respects their family, cultural and other identities and languages. The Convention also recognises children's right to play and be active participants in all matters affecting their lives.

Our Educators are committed to the Early Years Learning Frame Work ensuring the principles of Belonging, Being and Becoming are embedded in our programming and daily practise. We gather inspiration from the Reggio Emilia Approach an internationally recognised program due to the value it places on the education and care of all children.

At Lollipops we promote Holistic learning which is based on child development and early year's pedagogy. In providing holistic learning educators recognise that children are learning from conception and develop in their own time and at their own pace. We understand that all children are strong, competent and unique. We know that children are creative and independent thinkers, great problem solvers and communicators who learn and grow through play.

We promote reflective planning which allows the opportunity for both intentional teaching and spontaneous play ensuring that children are successful, competent and capable learners who have a clear understanding and connection to their sense of self, the community and the world around them. The Lollipops Childcare Centre provides learning opportunities that build upon each child's strengths while challenging them to explore their potential. Children are encouraged to ask questions as they build an understanding of the world, and their place in it, while learning to live and play happily and purposefully with others.

We act as an extension of home and provide an environment where children feel loved, accepted and secure. We are a centre where children are encouraged to achieve their best socially, emotionally and academically. We have a moral and social obligation to the children, their families and the greater community to provide children with a core foundation that will support them throughout life to become active members of the community. Lollipops Childcare Centre fosters strong centre – school partnerships, creating a smooth and caring transition from your home to the centre and when your child commences school. Parent participation is encouraged, and educators work in partnership with parents in optimising the learning of each child. We are committed to developing strong links between your home our centre and school. At all times our goals are to develop partnerships based on mutual understandings, mutual respect and continual dialogue promoting shared learning and collaboration.

Our Quality Assurance Commitment

Lollipops participates in and values the National Quality Standard (NQS), the National Quality Framework (NQF), the Early Years Learning Framework (EYLF) and the National Regulations. The Australian Children's Education & Care Quality Authority (ACECQA) and the state Education and Care Regulatory Unit (ECRU) monitor centres through scheduled site assessment visits and spontaneous visits. Lollipops has been assessed as meeting all NQS standards.

We are committed to continuous improvement in all aspects required to ensure that we are offering the highest in quality care. We achieve this by continual reflection on our current care practices and ensure that they are following or exceeding the National Quality Standards. Throughout the year parents will be asked to participate by providing feedback on specific areas. Your co-operation is important to the educators, children and continued growth of the centre.

The Early Years Learning Framework

The Early Years Learning Framework (EYLF) forms the foundation for ensuring that children in all early childhood education and care settings experience quality teaching and learning. It has a specific emphasis on play-based learning. EYLF recognises the importance of communication and language, early literacy and numeracy as well as social and emotional development. The Framework has been designed for use by early childhood educators working in partnership with families, children's first and most influential educators.

Fundamental to EYLF is a view of children's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning takes place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

The National Quality Standards

The National Quality Standard (NQS) sets a high national benchmark for early childhood education and care services and outside school hours care services across Australia. The NQS includes 7 quality areas that are important outcomes for children.

Quality Area 1 – Educational program and practice

The aim of Quality Area 1 of the National Quality Standard is to ensure that the educational program and practice is stimulating and engaging, which enhances children’s learning and development. In school age care services, the program nurtures the development of life skills and complements children’s experiences, opportunities and relationships at school, at home and in the community.

Quality Area 2 - Children's health and safety

The aim of Quality Area 2 under the National Quality Standard is to safeguard and promote children’s health and safety, minimise risks and protect children from harm, injury and infection. All children have the right to experience quality education and care in an environment that provides for their physical and psychological wellbeing and provides support for each child’s growing competence, confidence and independence.

Quality Area 3 - Physical environment

The aim of Quality Area 3 under the National Quality Standard is to ensure that the physical environment is safe, suitable and provides a rich and diverse range of experiences that promote children’s learning and development. The way that the environment is designed, equipped and organised determines the way that the space and resources are used and has the potential to maximise children’s engagement and level of positive experience and inclusive relationships.

Quality Area 4 - Staffing arrangements

The aim of Quality Area 4 under the National Quality Standard is to ensure the provision of qualified and experienced educators, coordinators and nominated supervisors who can develop warm, respectful relationships with children, create safe and predictable environments and encourage children’s active engagement in the learning program.

Quality Area 5 - Relationships with children

The aim of Quality Area 5 under the National Quality Standard is to promote relationships with children that are responsive, respectful and promote children’s sense of security and belonging. Relationships of this kind free children to explore the environment and engage in play and learning.

Quality Area 6 - Collaborative partnerships with families and communities

The aim of Quality Area 6 under the National Quality Standard is to recognise that collaborative relationships with families are fundamental to achieving quality outcomes for children and that community partnerships that are based on active communication, consultation and collaboration are also essential.

Quality Area 7 - Governance and leadership

The aim of Quality Area 7 under the National Quality Standard is to support effective leadership and management of the service that contributes to quality environments for children’s learning and development. Well-documented policies and procedures, well-maintained records, shared values, clear direction and reflective practices enable the service to function as a learning community. An ongoing cycle of planning and review, including engagement with families, creates a setting for continuous improvement.

At Lollipops our goal is to exceed the national quality standard across all areas and our service has a quality improvement plan in place to show what is happening in our centre to achieve this.

The National Quality Framework

The National Quality Framework (NQF) provides a national approach to regulation, assessment and quality improvement for early childhood education and care services and outside school hours care services across Australia.

Research shows quality education and care early in life leads to better health, education and employment outcomes later in life. The early years are critical for establishing self-esteem, resilience, healthy growth and a capacity to learn. Quality education and care shapes every child's future and lays the foundation for development and learning.

The major benefits for parents and children under NQF:

- improved educator to child ratios, ensuring children have greater individual care and attention
- educators with increased skills and qualifications
- better support for children's learning and development through approved learning frameworks
- consistent, transparent information on educators, providers & services in national registers.

Our Educate Program

Our educational programs are tailored to suit each age group and within that age group your child's individual program is developed based on our observations and your child's learning pattern. Our educators combine intentional teaching which involves programming specific activities like learning to write or painting, dance and music with spontaneous teaching that incorporates your child's current interests. Reflection is a key component of our programming so that we can successfully develop new and interesting projects for each child to ensure that all areas of their development remain in a progressive state.

When you become part of the Lollipops Family you will have access to our online education program "Story Park". This is available to all families on all devices, so you can view and participate in your child's learning journey anywhere anytime. Story Park is where you will find all the observations that have been documented involving your child that concern his or her learning journey. You will see how those observations are linked to create daily activity plans for your child's individual development and you will be able to view all the programs that your child has or will participate in at the centre.

Most importantly the Story Park program allows families to provide feedback and participate in all aspects of their child's learning journey with us.

At Lollipops our Schoolies program focuses on getting your child ready for the next step in their education at preschool. The Schoolies program is created after collaboration between our Early childhood teacher and Educational leader based in the Kindy room. We draw on current preschool teaching and learning practices to ensure your child is well equipped to start their next phase at school. Towards the end of the school year excursions to your school are conducted so that your child is comfortable with the transition and unfamiliar environment. If you use our before or after school service our educators can assist with homework, projects or additional learning areas your child may need assistance with giving you more quality time at home.

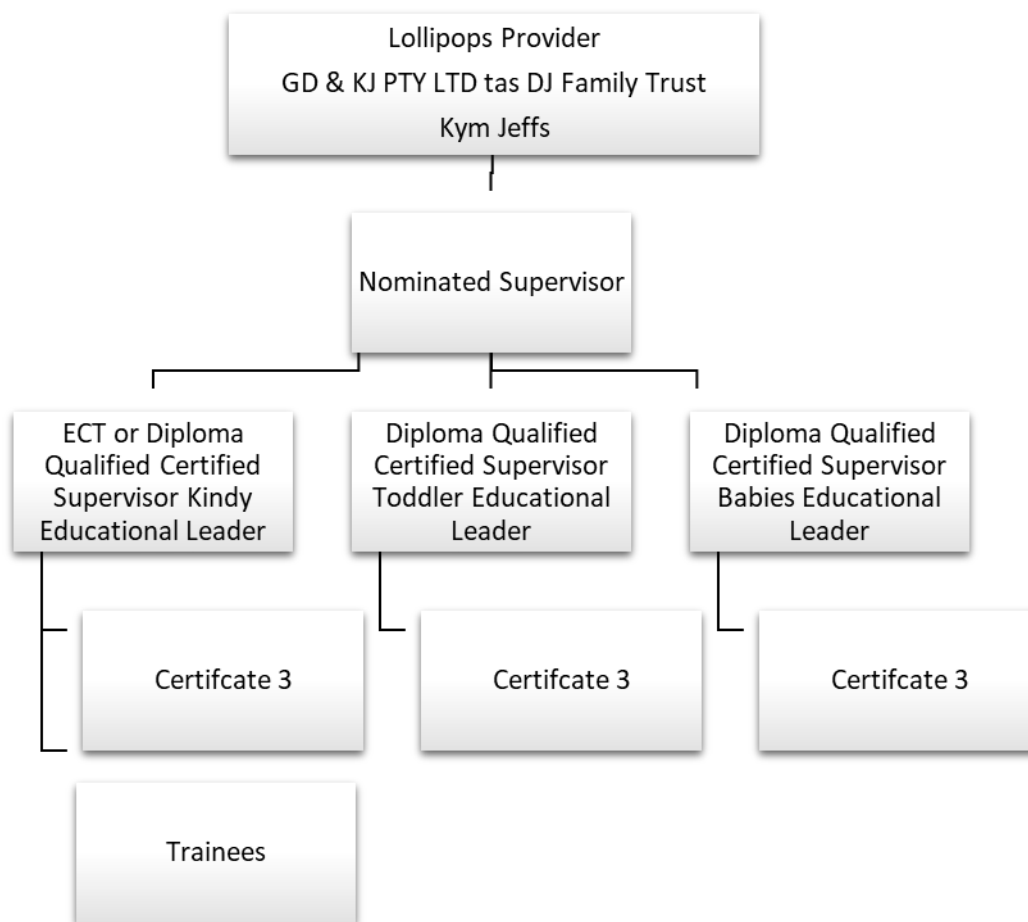
Our Educators

We are very proud of our educators who work at Lollipops and can boast that your child will be able to experience the security and stability of our childcare family. You can feel confident that your child will be growing up with familiar faces and know that he/she will be loved and cared for just like home. At Lollipops we don't just talk about our educators being dedicated and motivated we practise it.

Many of our educators come from diverse back grounds and speak several languages. This provides a great platform in understanding diverse cultures and assists children to feel part of the community particularly if their family are new Australians. We even have family members working together at the centre highlighting how much we practise family values, promoting the support and stability that every child is entitled to have.

Our educator's goals are to provide a complete learning and safe environment for the children under their care both structured and spontaneous and always making them feel at home.

Our Organisational Chart



Our Supervision

Our centre strictly adheres to the educators to child ratios that are required by the Education & Care Services National Regulations.

Currently those ratios are:

0 to 24 months	= 1 qualified educator to 4 children
24 months to 3 years	= 1 qualified educator to 5 children
3 years to 6 years	= 1 qualified educator to 10 children

1 Early Childhood Teacher or Qualification equivalent

Children are always appropriately supervised. Educators position themselves where they can see all the children and listen carefully to what is happening. Our educators know each child individually and can anticipate their needs.

When children are outdoors they are supervised in small groups for safety, however children are also given opportunities for self-discovery and freedom of choice. Educators will judge when children need an adult to facilitate play or will join in at the child's request. Children are regularly reminded of safety procedures for outdoor play equipment and are encouraged to try new challenges as appropriate.

Hours of Operation

At Lollipops we open our doors all year round so you don't have to worry about extended closure periods during school holidays or Christmas. Our doors are open Monday to Friday at 6.30am and close at 6.00pm

Closed WA gazette Public Holidays

Our Types of Care

Long day childcare is available to all age groups and is a set full day fee. You may arrive at the centre to drop off or collect your child any time between the hours of 6.30am and 6pm. While your child is with us they will be offered a variety of meals including morning tea, lunch, afternoon tea and a late snack. During the day your child has access to many exciting activities that will be both planned and spontaneous appropriate to each child's age and development stage. Individual Family routines for rest and relaxation are followed to ensure consistency with your home schedules. Your child will also experience a mixture of interesting and educational incursions throughout the year such as egg hatcheries visits from our police, ambulance and firemen at no extra cost.

Before or After school care is especially convenient for families who also require long day childcare for a sibling providing one drop off and collection point. We will take your school aged child from the centre to school and collect when school finishes. You can choose to have your child enrolled only in our before school or after school time slot or both. It is up to you and we will fit within your work - study schedule. Before school children will have the opportunity to have breakfast before they are taken to school and those children attending after school will be supplied afternoon tea. If you would like to have homework completed at the centre, we are only too happy to assist giving both you and your child more quality time together at home. Orientation days for our Kindy age group getting ready to move to primary school are also conducted towards the end of each school year so that your child is comfortable with the transition.

Occasional Care. This is for when you need an additional long day care day outside of your normal booking. Perfect for when you get an extra shift at work or need to really study for that exam. Only available when a place is vacant at the centre.

Half Day Care. Don't need a full day just the morning or afternoon to get to that appointment or have lunch with the girls. Only available when a place is vacant at the centre. If a full-time position is required by another child on your day you will be asked to either pay the day rate or move to another day if one is available.

Vacation Care. OMG school holidays again or that Pupil free day you forgot about. Give us a call we are open all year round. Space is limited so it is advisable that you pre-book to avoid disappointment.

Children with Additional Needs

Lollipops caters for children who require specialised care, if they cannot be catered for within the usual day care routine. Additional needs children are supported with an Inclusion and Professional Support Program (IPSP). This allows them to integrate within their age group by providing them with additional support and educator. Referral to the IPSP or other professionals is made either directly by the parent, or by the Nominated Supervisor, following parental consent.

Our Rooms and Age Groups

Lollipops is divided into three major age group rooms Babies -Toddlers and Kindy. Each room is setup to provide stimulating environments to encourage your child's learning journey using specialised equipment and teaching aids specific to each age group. We incorporate both natural elements like wood and stone along with manufactured equipment and toys in all our indoor and outdoor areas to encourage your child's imagination and creative learning.

Our Babies Room caters for children aged between 6 weeks and 18 months.

For most children this age will be the age of the FIRST's. It will be the First time your child will smile at you, the First time your child will crawl, it is the time for the First steps and the First time he or she will feed themselves. This age is the time when babies achieve all those first milestones in their development that will be used in later years. The babies age is the age when parents are filled with anticipation about when their child will achieve each of the firsts and it is also the time when parents feel the most anxious if they feel their child is not meeting those firsts at the right time.

Babies are unique individuals and develop at their own rate. Babies have their own language and communicate their wants and needs through crying and expression. Our educators are highly experienced in understanding baby language and everyone's pattern for feeding, sleeping and play. Our intentional teaching activities are planned around each child's individual development stage and pattern. The activities we implement enhance your child's sensory, hand eye co-ordination, physical strength, communication and encourage both social and emotional interaction with others. All children need to feel safe, secure and loved and with our babies that means lots of cuddles and individual attention to promote their development and wellbeing.

Our Toddlers Room caters for children aged between 18 months and 3 years

This is the age of “me and Mine”. As Toddlers Develop they form strong attachments testing the boundaries of others and our programs are designed to teach the value of sharing and cooperation through group play. We encourage independence and work with your child’s unique identity so that they develop friendships and gain confidence in their abilities as their interests expand.

Our intentional teaching focuses on dramatic play, the creative arts, dance, language, co-ordination skills and social interaction both individually and in group settings. Your child’s progress is monitored and recording as part of our observation process and our educators use reflective practises to promote your child’s strengths and developmental opportunities.

Our Kindy Room caters for children aged between 3 years and school age children.

Kindy age children now begin to question their own sense of self and how they fit into the world around them. Kindy children love to be challenged often taking inspiration from their friends and family. Our educator’s curriculum draws on intentional teaching to develop your child’s skills in areas of language, maths, science, creative arts, music, motor skills and social development which are designed to assist them for when they begin the next stage of their education at school. Our daily program incorporates spontaneous teaching as our educators take inspiration from your child’s current interests to expand their knowledge and development.

As with all our rooms your child’s progress is documented and reflected upon so that we can tailor specific programs suited to your child’s individual stage of development.

Our Centre Routines

The activities that occur at the centre are built around daily routines. Children need routine to help them settle and feel comfortable. Please discuss your own child’s home routine with the centre staff so that specific activities can be incorporated. In return the centre educators will keep you informed of routines that your child has become accustomed to at the centre.

At the centre routines are built around regular activities or events like arrival, morning tea, toileting and nappy change, main meals, washing, dressing, sleeping, afternoon tea and departure. All activities consider the developmental needs of the individual child, their attendance patterns, climate and physical environment, the numbers and ages of children within a given group, children with special needs, new children entering the group and parent’s expectations. A copy of the Centre’s daily routine is located at the entry to each room.

Each room has their own individual routine/timetable that is intended as a guide only and is flexible to allow for any change in circumstances and to allow for spontaneity and children’s individual requirements. A general guideline is as follows:

LONG DAY CARE

06.45am:	Centre opens, indoor play
08.30am:	Outdoor play
09.00am:	Morning tea usually outdoors weather permitting
09.30am:	Outdoor learning experiences e.g. obstacle course, jumping, balancing beams, sandpit
10.00am:	Indoor learning experiences e.g. stories, puppets, painting, gluing, construction
11.00am:	Babies Toddlers & Kindy Lunchtime
12.00am:	Sleep/Rest time – books, soft toys for settling, soft music
01.00pm:	Quiet indoor learning experiences e.g. threading, puzzles, pegboards, matching picture
01.30pm:	Indoor learning experiences e.g. play dough, drawing, tracing, cutting, etc.
02.30pm:	Afternoon tea
03.00pm:	Outdoor play
04.30pm:	Indoor play
05.00pm:	Late afternoon tea
06.00pm:	Centre closes

BEFORE SCHOOL CARE

6.30am:	Centre opens, indoor play
7.30am:	Breakfast completed
8.00am:	Outdoor play
8.30am:	Children are taken to school

AFTER SCHOOL CARE

3.00pm:	Children are collected from school
3.15pm:	Afternoon tea
3.30pm:	Homework – on parent’s request.
4.00pm:	Indoor play – games, craft activities
4.30pm:	Outdoor play
5.00pm:	Late afternoon tea – indoor play

Meals. The centre employs an experienced cook who prepares morning and afternoon tea, and lunch. The menu is varied, balanced, nutritious and multi - cultural based. The weekly menu is displayed in the kitchen and on the notice board in the reception area and is also accessible to parent online. Ideas and recipes are always welcome. At meal times children are encouraged to help themselves to food, drink and feed themselves. Meal times are treated as social occasions with the educators sitting with the children to interact and provide help when needed. Parents are asked to provide a piece of fruit each day their child attends which is shared and makes your child feel proud knowing they are contributing.

The centre is "Allergy Aware" and individual allergy management plans are planned for children with diagnosed allergies.

Sleep Times. Sleep and rest times are an important part of the daily routine. Please discuss your child's individual sleep patterns with the educators and notify them of any changes.

Sleep and rest times are encouraged from 11.30am to 1.30pm daily. Depending on the age and individual routine some children will need a long sleep, short sleep, some need no sleep and will read, play quite games or do puzzles during this period. Parents' wishes about their child's sleeping or rest pattern will be adhered to as close as possible however, in group care, there are many distractions which can alter your child's usual sleep pattern. At no time in this centre will any child be forced to take a sleep. Babies sleep patterns are according to need and routine. Centre educators will consider such factors as SIDS guidelines, cultural needs and requests from parents when tailoring individual children's sleeping routines. The current popular practice of using amber bracelets and necklaces is not considered a safe sleeping practice under the Sid's and Kids Guidelines. If you require your child to use one of these items for sleep times you will be required to sign an authorisation form. However, we do ask parents to follow the recommended guidelines for the safety of their children and remove any such items when they are attending childcare.

Toilet Training. During this part of a child's development it is important that we work together in meeting your child's toilet training needs. Consistency and continuity are important for children to learn to use the toilet. Please communicate to educators the toilet training routine you are following at home so that it can be replicated as close as possible at the centre. Ensure multiple pairs of undies or pullup nappies and a change of clothes are supplied in your child's bag each day during this important development period.

ADDITIONAL SERVICES & CELEBRATION EVENTS. Throughout the year Lollipops provides educational incursions with visits from our local services like Ambulance, Fire Fighters, Police etc. We like to celebrate special occasions whether it is a birthday or cultural event celebrated by your family and welcome you to share these with the centre as they teach children to respect and appreciate diverse cultural and ethnic backgrounds. Please speak to the Centres director before supplying food for special occasions as conditions apply due to allergies and ingredients.

All standard unique events such as Easter, Christmas, Australia day are celebrated at the centre. We understand that some parents may not wish their child to participate in some types of celebrations so upcoming events are emailed and/or listed in our newsletter in advance, so you may choose if your child can participate.

On occasions excursions away from the centre are arranged, some of which will attract a small fee if you wish your child to participate. Where excursions are organized for the children over 3 years, parental permission will be sought and will comply with the Education & Care Services National Regulations.

Our Fee Structure

Our current daily fee is on display in the reception area. Two weeks' notice is given advising parents of any fee increases that may apply to their child's care.

Understanding how busy you are we use an automated invoicing and direct debit payment system giving you peace of mind that your childcare account is paid on time. Families can nominate to pay their account by using either a cheque or savings account or by credit card. Applications and agreements to pay via our direct debit system are available to complete in our online enrolment form application. One off payment due to exceptional circumstances can be arranged directly with the centre. Fees and charges per transaction may apply. Please speak to our Nominated Supervising Officer for the current rates.

Invoices are emailed to families on Thursday/Friday with the amount due being deducted from your nominated account on the following Monday allowing plenty of time to ensure funds are available. Our software provider permits parent online access to their account anywhere anytime, so you can view all areas concerning your account from booked days to your childcare subsidy payments.

An enrolment fee is required prior to obtaining a start date. This is non-refundable. If your child is ill on the specified date and cannot attend, you must contact the centre immediately, so a new booking date can be arranged. Government subsidies are

only paid if your child attends both the first and last days of their scheduled enrolment dates. If for any reason your child is absent on either of those days then all subsidies are forfeited, and full fees apply, this includes public holidays and if your child is ill.

All absences, public holidays, school holidays and pupil free days are charged for if they fall on your child's normal day of care. Makeup days due to illness absences and public holidays are not permitted, except in extreme emergencies.

Overdue and rejection fees apply to accounts not paid within the payment policy procedures and accumulate weekly. If you are experiencing financial difficulties, please speak to our Nominated Supervisor to discuss alternative payment options. If your child fails to attend for 2 consecutive days or during a two-week period without notification, cessation of care will be applied, your child is exited, and the debt collection firm is notified if the account has not been paid. Children with overdue accounts are unable to attend the centre until the account is paid.

Our withdrawing policy requires two weeks' written notice. A Child Change of Schedule Form needs to be completed prior to cancellation of your childcare and is available from the office. Children remain enrolled with normal fees applying until the required notice is supplied. To obtain any government assisted childcare payments your child must attend on the last day or days leading up to your nominated withdrawal date. Failure to attend forfeits any childcare assistance and full fees will apply.

Childcare Government Assistance (CCS)

Most families are eligible for government assistance to help with your out of pocket child care expenses. To apply for Child Care Subsidy visit www.humanservices.gov.au. Your **out of pocket** childcare fee will be determined by the percentage of government assistance you qualify for. Full fees apply until your eligibility has been approved.

As part of the new Child Care Subsidy (CCS) it is a regulation requirement that all Services, Parents and/or Guardians complete and sign a Complying Written Arrangement (CWA) in accordance with the Family Assistance Administration Act. To ensure your CCS payment is allocated to your account you must apply and complete all required documentation prior to your proposed enrollment start date. Full fees are applied to your account until your eligibility has been confirmed and approved. The process may take several weeks, so it is advised that you apply as soon as possible.

Attendance and Absences Register

It is a legal requirement that you sign your child In and Out of the centre each day. For children who have been absent the register must still be signed when you next visit the centre. Childcare assisted payments cannot be claimed for any days not signed so full fees will apply.

If your child is not attending the centre on any booked day, please notify the Lollipops staff as early as possible. If your child has not attended for 2 consecutive days without notification to the Nominated Supervisor, then your child's place will be considered withdrawn and therefore cancelled. No refunds apply for any advanced payments.

If you are claiming Childcare assistance you are permitted 42 days per child of absenteeism per financial year. This includes holiday, illness or occasional absences. These absences can be taken for any reason, with no evidence required. If your child exceeds 42 days and you don't have supporting documentation, then any childcare assistance cannot be claimed, and full fees will apply for any additional absent days taken. Please see the Nominated Supervisor regarding additional absences and supporting document requirements.

Arrival and Departure of Children. Educators rosters are prepared to accommodate the number of children attending at any given time. This information is taken from your enrolment form and ensures that enough numbers of educators are present as required by legislation. If your circumstances change and therefore your arrival and collection times alter please let the Nominated Supervisor know so that appropriate educator's rosters can be implemented to accommodate the correct number of children.

Your child's welfare and safety are our primary concern so please ensure that our educators are made aware of your arrival when you are dropping off or collecting your child. Don't forget to sign your child in or out, in the attendance register. This is a legal requirement.

Past Closing Time Collections. Lollipops do understand that on occasion extremely unusual circumstances can impact on you not being able to collect your child by closing time. If there is an instance that you are going to be late, contact the centre ASAP. If you have not contacted the centre and your child is not collected by the agreed time, the centre will attempt to contact you or the emergency persons listed on your child's enrolment form. If no-one can be contacted and your child has not been collected

30 minutes after the Centre's normal closing time, the Duty Officer from the Department for Child Protection will be contacted and asked to take responsibility for your child.

Late fees do apply for children not collected from the centre by closing time at \$2.00 per minute.

Termination of Care. In extreme circumstances it may be necessary for the centre to terminate a child's care. Exclusion of a child from the centre will occur after all avenues of communication have been exhausted or when;

- Professional advice confirms a child is in psychological danger because of an unusually prolonged inability to settle into care away from parents.
- A child puts most children at risk through inappropriate behavior.
- The parent consistently fails to observe the Centre's hours of operation.
- The parent fails to pay the required fee or adhere to the payment policy.
- The centre child is absent, or parent cannot be contacted for 2 consecutive days.

Family Access and Custodial Arrangements

The Commonwealth Government has set specific priorities for family access to childcare services. When the centre is full, those families who are listed as third priority may be asked to alter their arrangements. That may involve changing your days or looking for alternative care.

First Priority; Is for Children at risk of serious abuse or neglect.

Second Priority; Is for Children of a single parent who satisfies, or of parents who both satisfy the work/training/study test under.

Third Priority; Is for any other child

Custodial Arrangements.

Our Educators are supportive of children and their parents. Both parents of the child are treated equally. Without legal documentation, educators cannot act as though one parent is more capable than the Other over the legal rights of their child. Each Parent may visit the centre at any reasonable time, when Their child is in care. However, you are requested to consider the time of day so that other children are Not disturbed e.g. rest time. Any concerns you have maybe discussed with your child's educator or the Nominated Supervisor at any reasonable time. All information about your child will be treated with the utmost confidentiality.

Where a child attending the centre is not living with both parents or where disputes arise in relation to responsibility for the child the following will apply;

- Parental responsibility remains with both parents jointly and individually except where it is altered by an order from the Family Court of Australia. In absence of an order the child will be released to either parent.
- Where a non-enrolling parent cites an order from the Family Court of Australia giving him/her lawful access to the child. The enrolling parent will be contacted to check the existence of the order and to be informed of the situation. The order needs to be produced for inspection by the Nominated Supervisor.
- The child will only be released into care of the parent with parental responsibilities for the child, or other person's specifically authorised by the parent, except when the Department for Child Protection or the Police specifically direct otherwise under the provisions of the Children & Community Services Act.

To ensure the safety of your child, other children and educators at the centre, a photo needs to be supplied of any person who has an order issued by the Family Court of Australia restricting access.

Authorised Persons

The centre will only release children into the care of the custodial parent or authorised persons identified on your child's enrolment form. Any changes to these authorities must be advised in writing to the Nominated Supervisor, authorised persons MUST be at minimum 18 years of age and have photo ID. If your child appears to be distressed by this person collecting them or appears not to know them then the Centre's staff will not release your child into their care.

In the case of a parent or guardian arriving at the centre to collect the child in a visibly intoxicated or unfit state to drive, the parent will be encouraged to contact an alternative adult to drive them and their child home or the centre will offer to arrange for a taxi at the parent's expense.

Our Sustainability Practices Commitment

At Lollipops our educators, families and children work together to learn about and promote the sustainable use of resources. We implement and develop sustainable practices at the centre which include recycling and using recycled materials for art and craft, reducing energy consumption, water consumption and promote environmental education strategies. We encourage all families to participate in our sustainability goals and are more than willing to implement innovative ideas and concepts where possible.

Our Policies and Procedures

Our Centre's policies are available for all to read in the reception area. These are reviewed annually in consultation with management, educators & families. Dates for review of each policy are available in the monthly newsletters. We encourage parents to take the time to read our policies and if you have any questions please feel free to speak to our Nominated Supervisor.

Confidentiality of Records

Your family privacy is extremely important to us. For more information on our Confidentiality of Centre Records policy, including retention of records for auditing purposes, please speak to our Nominated Supervisor for more information.

Parental Anxieties

Our educators are dedicated to the well-being of your child, and it is natural for parents to experience anxiety or have concerns when they are new to childcare. We encourage parents who have any concerns or anxieties regardless of the nature to bring them to the attention of our Nominated Supervisor or any of the Centre's relevant educators. Our aim is to address any concerns immediately in a professional manner. Parents are also entitled to direct any concerns to the Education & Care Services on 6210 3333.

Communication

Please take the time to read the notice board and signs when entering the centre. This will keep you informed of any up-coming events, developments pertaining to the centre, updated policies and general requests. Administration such as newsletters, special requests, accounts and receipts will be issued via email unless other methods are requested.

Lollipops invite and encourage parent feedback about the centre and its operation. All suggestions will be reviewed and assessed by both owners and educators. Feedback will be supplied via our notice board, monthly newsletter or direct to the parent who submitted the feedback. We also have feedback forms in the reception area.

Our educators are only too happy to share with you your child's daily activities and mood at the centre and they appreciate being notified of any changes at home, so they can keep updated with your child's routine. Our online programs giving you up to date communication about Educate, feedAustralia, invoicing and enrolment information are available anywhere anytime to families via login.

To give your child the best opportunity for development our educators and parents need to work hand in hand. We want all children to gain the best that is possible out of our centre, so please keep in touch and discuss your joy, problems, concerns and feelings with the educators.

Social Media

The explosion and accessibility of social media over recent years has seen many positive aspects for networking, keeping in touch with family and friends and developing businesses. Lollipops however feels that your family's privacy especially when linked to your child is paramount. We have taken the view that whilst you may use social media outlets on a personal basis we do not wish to participate with Facebook or twitter etc when promoting or networking Lollipops as a business. Your child's safety, security and privacy are our first concern and all communication regarding your child or the centre is available using our inhouse communication tools accessible to only families whilst enrolled at the centre.

Cultural and Religious Diversity

Lollipops provides a culturally and linguistically diverse learning experiences for all our children. Australia is a multicultural diverse nation and in recognition to the varying cultural and religious practices of families we aim to help foster in each child an awareness and acceptance of other cultures through integrating multiculturalism into our programs.

Cultural awareness is embedded into our daily program and is achieved through providing and offering a range of books, music, cooking crafts, singing, clothing and play equipment. Our educators are also from diverse backgrounds and speak several languages to promote children's awareness and acceptance of multiculturalism.

The best way to promote multi culturalism and acceptance of differing ethnic backgrounds is to educate at an early age. Parent participation is an area we promote as a learning tool for all children. If you have any special talent or a cultural item - custom that you would like to share with our children, we encourage you to do so. Other Family members are most welcome even it is to come in and have a quick chat or read a book about their family's origins. If you speak another language children love to learn new and exciting words and cooking cultural foods is a big favourite. Just talking about your job to the children can bring so much joy and interest to them. Most of all your son or daughter will be proud and excited when their family is showing something new to their friends.

Parent information can be translated into required languages advised by families upon enrolment. The centre will provide the Interpretation Services contact number for families to access if needed.

Student Placements, Volunteer & Parent Helpers

The centre will offer student placements to high school students who wish to gain work experience as part of their school program and to students attending early childhood or child care training at college or university.

Volunteers are accepted for work experience when there are no students on placement at the centre. Potential volunteers will be interviewed by the Nominated Supervisor and given clear guidelines in relation to their responsibilities and code of conduct whilst at the centre.

Parent help and family involvement in the Centre's program is strongly encouraged and recommended.

Occupational Health & Safety Information

First Aid, Anaphylaxis & Asthma Qualifications. It is a requirement that at least one educator with a current First Aid and CPR, Anaphylaxis & Asthma qualification is always on duty at the centre, when children are on the premises. If First Aid is required, it will only be administered by a qualified first aider. A fully equipped First Aid Kit is maintained at the centre.

Illness & Infectious Diseases. For the well-being of your child, other children at the centre and educators please do not send your child to the centre if they are unwell. If your child has a green runny nose, is vomiting, running a high fever, diarrhea or an unexplained rash these are indications that your child should not be brought to the centre. The Nominated Supervisor has the discretion to refuse attendance or request that children be collected from the centre if they consider that your child is not well enough to attend.

It is important to notify centre educators if your child has been unwell or received an injury since last attending the centre. Please notify educators if your child has been administered any type of medication prior to arriving at the centre including over the counter medication. If your child becomes ill during the day, every effort will be made to contact you, or your emergency contact people listed on the enrolment form, so that your child can be collected.

The Nominated Supervisor has the authority to call an ambulance or doctor if urgent medical attention is required. Children with infectious diseases will be excluded from the centre in accordance with the National Health & Medical Research Council exclusion guidelines. A medical clearance certificate is required if your child contracts diphtheria, hepatitis A, polio, tuberculosis or paratyphoid stating that they are no longer infectious and can return to the centre. All parents will be notified by either a notice in the reception area, via email or in person if the centre has had a child attend with an infectious disease. All medical and ambulance costs are the parent's responsibility.

Medication Policy. If your child requires medication while they are at the centre, a medication authorisation form must be completed by the parent and signed by an educator. A new form must be completed for each day that it is required. Medication is only administered to children by a qualified educator. Dosage details are verified by a second educator before administering. The medication form is completed and signed.

Management and Emergency Action Plans are required from your doctor or specialist if your child suffers from issues like asthma, epilepsy, allergies or is anaphylactic. Details must include type of medication, dosage, times, regularity, and how the condition is to be managed. All prescription medication must be handed directly to an educator and include, Child's name, be in original container, readable usage and dosage instruction label, expiry date.

Over the counter medications (Panadol) will be administered by educators for two consecutive days only. A doctor's authorization letter confirming dosage & period of use must then be obtained.

If your child is administered medication at home but not at the centre please ensure educators are made aware of the type of medication, its purpose and any possible side effects it may give the child.

Please ensure that no medication or creams including Nappy or Sun creams are left in your child's bag.

Above all if your child requires medication you are asked to consider whether your child is well enough to attend the centre. This is for their, own well-being as well as the other children and educators at the centre.

Accident or Injury. Despite every precaution accidents can occur. If your child has an accident or injury it is recorded on the Accident Injury Report Register. In the case of a minor accident, a qualified educator in First Aid will attend to the injured child. Depending on the severity, type of accident or injury you will either be contacted at the time of the accident or informed of the incident when you arrive to collect your child. You will be asked to sign the Accident Injury Report Register. In the case of a severe injury every effort will be made to contact you immediately or if you cannot be contacted your emergency contact will be phoned. Your child's injury's will be assessed and either an ambulance will be called, or your child will be taken to the nearest doctor's surgery. An educator will always accompany your child until you or your emergency contact can arrive. All medical and ambulance costs are the parent's responsibility.

Sun Protection. All children are required to wear a hat that protects the face, neck and ears when participating in outdoor activities. Children who do not have their hats will be asked to play in an area protected from the sun. SPF 30+ broad spectrum water resistant sunscreen is provided and applied by educators 20 minutes prior to going out doors.

Children should be dressed in clothing that protects shoulders and upper arms. Educators act as role models by wearing hats applying sunscreen and seeking shade wherever possible.

If the UV Index is 3 (moderate) or above, outdoor play is allowed provided appropriate sun protection measures as above are undertaken. If the UV Index is 8 (very high) or above, outdoor play will cease

Dental Hygiene. Our educators incorporate information on hygiene and dental care into the children's learning program. Educators encourage children to eat apples & cheese after their lunch and to have a drink of water when they are finished eating this helps to remove and coat teeth helping to prevent excess food from accumulating which can cause decay destroying tooth enamel.

Nutrition and feedAustralia Program. Our meals and snacks are prepared daily on site by our chef using WA produce. Depending on the season we also use our own home-grown fruit and vegetables from the centres garden that the children have planted and cultivated.

Our Menu plan uses the feedAustralia program enabling us to ensure that we serve meals that incorporate the requirements and recommendations of the Caring for Children Guidelines. As part of your enrolment you will have access to the feedAustralia program, so you can view our weekly or daily menu, you will have access to our recipes that you can trial at home and see what your child has eaten during the day.

Allergies and Specific Meal Requests. Allergies are becoming more prevalent and varied so to protect our children Lollipops is a nut free environment. All our recipes have ingredients listed so if your child has an allergy we can prepare a meal specifically for him/her to ensure there is no allergic reaction. As you have access to our recipe data base it is also a great tool for you to use at home. In some cases, children may develop an allergy to a certain food at an older age so having recipes with ingredients also assists families to define what the allergy is. All our educators are regularly trained in allergy and anaphylaxis management. With our multicultural society we respect that some families do not permit certain foods to be eaten due to their beliefs or cultural upbringing. We will adjust your child's meal accordingly to ensure that your wishes are complied with and your child is served

only those foods you request. In some cases, families also have specific meal choices such as vegan or vegetarian again we can design a meal to suit your preferences.

Baby Milk Bottles. We take care to ensure babies' bottles are hygienically prepared and stored. We ask parents to assist us in this by complying with the following requirements. Parents should provide the centre with bottles already filled with the correct amount of pre-boiled, cooled water as well as pre-measured powdered formula, each day. These should be clearly labelled with the baby's name. The educators will then prepare the infant formula as close as possible to the time it is needed.

After use, all bottles and teats will be rinsed and sent home to be washed and sterilized. Please also mark name on caps, tops and dummies. It is a good idea to leave extra water/formula as, from time to time, a growing baby's needs change and more milk is required. If your baby is not on formula, you are required to bring as many empty bottles as needed and the centre will provide cow's milk.

Breastfeeding is encouraged and supported by the centre and a comfortable and private place is available for breast feeding if needed.

Emergency Evacuation Procedures. Safety drills and Emergency evacuation procedures are practiced at the centre and conducted at least four times per year. Evacuation procedures are displayed in the reception area and each room of the centre. Parents are asked to familiarise themselves with these procedures. If parent/guardians are in the centre at the time of an emergency evacuation, please assist educators in taking the children to the 1st assembly area which is the car park to the rear of the building, facing Marvel Avenue. Our 2nd assembly area is the front car park, facing Rockingham Road. Fire extinguishers are strategically located throughout the Centre. As part of our emergency measures all children in attendance at the Centre are identified using the attendance register. Therefore, it is important to ensure that you sign your child 'IN' and "OUT" of the Centre each day and contact the Centre ASAP if your child is not attending.

General. Lollipops Childcare Centre and car park areas are smoke free zones. Please do not litter cigarette butts or other refuse within the Centre's grounds. The centres car park is one way only. Entry is from Marvel Avenue and exit is onto Rockingham Road. Please drive slowly through the car park. Equipment and play areas are checked regularly to ensure that they are clean & safe for children's use. Hygiene procedures are always practiced and followed at the centre to control the spread of infection. Staff adhere to an elevated level of personal hygiene and place emphasis on the children learning and understanding as to why hygiene is important. Hand washing is central to this system and children are introduced, as soon as they developmentally ready, to washing their hands before all clean activities (meals) or after dirty activities (using the toilet). Families are asked to wash their hands-on arrival to the centre. All potentially dangerous products are clearly labelled and stored out of reach of children. Poisons first aid will be administered if ever needed.

GUIDING CHILDREN'S BEHAVIOUR

Learning appropriate behaviour is part of your child's development. Our educators aim, to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

The aim of educators at Lollipops Childcare Centre is to;

- Promote positive interactions
- Model various positive methods of discipline
- Respect and know each child as an individual
- Treat each incident as a separate occurrence
- Be consistent with what action to take for a behaviour
- Consult with families concerning challenging behaviours
- Be aware of differing guidance strategies used by different families
- Be aware that children's challenging behaviours are a normal part of development
- Actively involve children in discussion about dealing with conflict
- Find out why certain challenging behaviours are occurring by documentation
- Seek advice and support by recognised professionals to assist with challenging behaviours
- Strategies are used to support children to resolve frustration and conflict;
- Educators encourage and model to the child to think about how they would feel if someone hurt them or hurt their feelings
- Educators encourage and model to the child to treat others with patience and care
- Educators are vigilant on environment change, adding or removing items causing conflict
- Re-direct by positively moving the child to another activity or play area
- Educator time is when the educator feels that it is appropriate for the child to be beside her and not to return to the scene of play for the time being
- Verbal disapproval is when the educator expresses their disappointment in the child's behaviour and not the child
- Seek advice and support by recognised professionals to assist with challenging behaviours

ENROLLING AT LOLLIPOPS

ONLINE ENROLLMENT WEBSITE: <https://lollipopscscc.hubworks.com.au>

Enrolment Procedures. When you enroll at Lollipops, you will need to complete an ONLINE enrolment form. The more information that you can supply about your child's home routines, as well as any habits, will assist our educators to care and settle him/her into the centre. This form is also an Education & Care Services National Regulation and all information is strictly confidential. In addition, you will also be required to supply a copy of your child's immunisation records, birth certificate, or any custodial orders and complete several additional authorisation forms. These are kept on file and with all administration relating to children kept secure and strictly confidential. If for any reason your details change, you must notify the Centre's Nominated Supervisor immediately by updating your enrolment information.

When completing details about your child please supply as much information as possible. This will assist our educators to understand your child's needs and sources of communication. Every child is different and requires specific developmental and settling in preparation. Each piece of information you share with us about your child's routines and habits will only make the transition from home to childcare easier.

To secure a starting date for your child's enrolment, an enrolment fee will be required. Upon receipt of the enrolment fee, your child will then be allocated a start date to attend Lollipops or placed on the waiting list if there is currently no position available for the day/s you request. Your child cannot be allocated a starting date or placed on the waiting list until this fee is paid. If a position is not available within 6 weeks, your enrolment fee can be refunded unless you decide to remain on the waiting list. The enrolment fee is non-refundable. The week prior to your child's start date, the weekly payment in advance is also required. For example, if your child is starting on a Wednesday, then your account must be paid in full (excluding any Government Assistance) by the previous Friday.

It is the parent's responsibility to ensure that any applications claiming entitlements are lodged with the Family Assistance Office. Upon confirmation that your request has been approved, your entitlements will automatically be deducted from your weekly account. Until the government confirmation has been approved, full fees will apply to all applicants. To ensure there is no delay in this process parents need to apply prior to enrolling.

Immunisation Requirements. It is a requirement that Lollipops is kept up to date with your child's immunisation status. Upon enrolment, parents will be asked to supply a copy of the immunisation history of each child, which is kept on file with the child's other administration records. The original must also be sighted by the centre educators to verify all details.

Children who are not immunised will need to be excluded from the centre if an outbreak of an infectious disease occurs in accordance with the National Health & Medical Research Exclusion guidelines. This is mandatory even if your child is well. Normal fees apply if your child is excluded.

Ongoing updates are required as your child's immunisation schedule is updated. If your child's immunisation is not kept up to date your CCS entitlement may be affected.

Settling Your Child into Childcare. For many children this will be the first time away from their parents or those that are known to them making them feel safe and secure. Children react differently to new environments and being away from parents can be unsettling. We encourage all parents to remain with their children for as long as they feel necessary to settle them into our centre. We encourage you to plan several orientation days prior to the actual commencement date. This will help your child become accustomed to the unfamiliar environment and the other children. It also helps you to introduce yourself and your child to the educators. There is no charge to parents for these visits.

If your child uses a comfort toy please bring this along for them or if not, an item belonging to you so that your child can look after it while you are away this often helps children settle. It is important to say goodbye when you are leaving even if your child becomes upset. This will establish trust that you will not disappear and reassure your child that you will return. Alert the educators of your intention to leave so that they may distract your child.

Regular attendance and times will also help establish a routine and settle your child into the centre. Please feel to telephone the centre at any time during the day for reassurance that your child has settled.

What Your Child needs to bring to Childcare. Your child should be dressed in clothes that do not restrict their enjoyment or participation in activities at the centre. Clothes should be those that you do not mind getting grubby with paint, sand, mud, glue etc. We supply aprons, but clothes can get stained. You will need to supply:

- A suitable bag to keep their belongings in
- a hat that provides adequate sun protection (wide brim, bucket or legionnaires)
- Suitable shoes, preferably closed footwear to prevent stubbed toes and tripping.
- A spare change of clothes in case the need arises for them to be changed
- We recommend at least two pairs or more of undies/jocks for those children toilet training.
- A drinking water bottle no juice or flavoured drinks to be brought into the centre.
- Nappies or pull up pants if applicable, please bring at least 4 nappies per day and nappy rash cream if needed.
- Bottles and formula with pre-measured amounts per feed or breast milk

All your child's items need to be clearly marked with their name and includes all bottles, (tops and caps), dummies, clothing, hats, shoes, bag and any other item that you supply specifically for your child.

Personal Toys. Comfort toys are welcome at the centre and encouraged to help your child feel more secure. Please ensure that these are labeled appropriately. Personal children's toys should be kept at home as sharing can be a difficult concept for children to grasp. Loss or damage can also be heart breaking to small children. Our educators are happy to help educate your child on what is acceptable to bring to the centre which often makes the task easier on parents. Show and tell items are encouraged, specifically those that promote educational interest. If a child chooses to bring a toy from home, it is not the Centre's responsibility if it is lost or broken.

On occasion children mistakenly place the Centre's toys in their bags. When these are found, please return them, letting them know they do not belong to them and cannot be taken from the centre. This will assist your child to learn about ownership and respect for another person's property.

Lost Property Procedure. To prevent lost property, it is advisable that all your children's clothing and personal items are labeled. This will help employees to identify what belongs to whom. We have a lost property box which should be checked regularly. Unclaimed items after three weeks are donated to other community groups.

PARENT RESOURCES

There are several parent resources books that parents may borrow as well as free pamphlets that you may take situated in the reception area. These cover a wide range of topics that may interest you and include challenging behaviours, child development, activities for young children, music for young children etc.

HUBHELLO PARENT PORTAL

The HubHello Parent Portal is available to all parents with children enrolled at Lollipops. Upon acceptance of your enrolment you will be emailed with your login and password details to access the Parent Portal along with a copy of the user manual. The Parent Portal allows you to view your childcare details including attendances, schedules, your invoices can be viewed and printed. Updating your child's enrolment details at any time online is easy through the Portal as well as having access to your child's individual educational journey, our feedAustralia menu and news relating to the centre. In addition, you have a notes section which allows you to send notes directly to the centre 24 hours a day.

COMMUNITY LINKS & IMPORTANT TELEPHONE CONTACTS

ACECQA (Australian Children’s Education & Care Quality Authority)	http://www.acecqa.gov.au/
ECRU (Education & Care Regulatory Unit)	https://www.dlgc.wa.gov.au/
Family Assistance Office	http://www.humanservices.gov.au
Immunise Australia	http://www.immunise.health.gov.au/
My Child	http://www.mychild.gov.au
Department for Child Protection	http://www.dcp.wa.gov.au
Department of Human Services	http://www.humanservices.gov.au/
Asthma Australia	http://www.asthmaaustralia.org.au/
Allergy & Anaphylaxis Australia	http://www.allergyfacts.org.au/
Department of Education	http://www.education.gov.au
Raising Children Network	http://www.raisingchildren.net.au/
WA Department of Health	http://www.health.wa.gov.au/home/
Health Direct Australia	http://www.healthdirect.gov.au/
National Health & Medical Research Council (NHMRC)	https://www.nhmrc.gov.au/
Centre for Community Child Health	http://www.rch.org.au/ccch/
Get up and Grow: Healthy eating	http://www.health.gov.au/
SIDS & Kids	http://www.sidsandkids.wa.org/
Kidsafe (Child Accident Prevention Foundation of Australia)	http://www.kidsafe.com.au/
Cancer Council Australia	http://www.cancer.org.au/
Playgroup WA	http://playgroup.wa.com.au/

AMBULANCE, FIRE, POLICE	000
POLICE ASSISTANCE	13 14 44
POLICE STATION: COCKBURN	9418 9777
POLICE STATION: FREMANTLE	94301222
CRISIS CARE	9223 1111 FREE CALL: 1800199008
COMMUNITY SECURITY	1300 653 643
POISONS INFORMATION	13 11 26
PRINCESS MARGARET HOSPITAL	9340 8222
FREMANTLE HOSPITAL	9431 3333
PHOENIX MEDICAL PRACTICE	9434 3555
COCKBURN MEDICAL PRACTICE	9418 3722
DB Dental Spearwood	9418 5565
Jess Thomas Child Health Centre: (Local Immunisation Clinic)	9418 1942 - 9418 3950
Cockburn City Council	9411 3444
Department For Health WA	9222 4222
Department for Child Protection – Fremantle	9431 8800
Department for Communities – General Enquiries	6217 8700
St Jerome’s Primary School	9499 9500
Newton Primary School	9418 4122
Coogee Primary School	9418 1088

CHECKLIST

- Completed the Enrolment form & Documentation
- Provided Signed copies of Parent Consent and Authorisation Forms
- Paid Enrolment fee (non-refundable)
- Have the original Immunisation certificate for verification
- Provided a copy of your child's birth certificate
- Have the original birth certificate for verification
- Provided a copy of any court orders that may be required
- Provided a copy of Child Care Subsidy documentation
- Supplied nappies or training pull up pants
- Packed and labeled additional clothing
- Packed your child's comfort toy
- Supplied the required number of bottles and formula

Your Notes

Please advise us of any Goals or expectations you have while your child attends Lollipops

Example Complying Written Agreement Form

Complying Written Arrangement 200B (3) Change of Care Arrangement Form

As part of the new Child Care Subsidy (CCS) it is a regulation requirement that all Services, Parents and/or Guardians complete and sign a Complying Written Arrangement (CWA) in accordance with the Family Assistance Administration Act. CCS payments are not paid until the CWA form has been signed and submitted. Once the CWA form and enrolment details have been completed and received by the department parents will be notified and required to accept their child's enrolment at the centre. Refer CWA Example below.

Date: 2 July 2018

Complying Written Agreement: John Smith

Child: John Smith **Enrolment ID:** A1111111111
Child DOB: 02/07/2017 (1y 3m) **Arrangement Type:** CWA
Child CRN: 111111111A

Parent: Kim Smith **Signing party:**
Address: XXXXX **Individual First Name:** Kim
Phone: XXXXX **Individual Last Name:** Smith
Parent CRN: 222222222A

Provider Name:
Provider Email:
Phone:

Service Name:

Routine Session

Session Description	Fee Type	Fee Amount	Session Length
Full Day	Flat Rate	\$x.xx	11.3

Arrangement Date:

Parent Name:

Parent Sign:

Medical - Dental Parent Consent & Authorisation Form

- I/We acknowledge that if my child becomes ill during the day and develops a high temperature (above 37.5) we or our emergency contacts will be contacted to collect our child.
- I/We acknowledge that accidents can occur and agree to reimburse the centre for any medical dental or associated costs paid by the centre on my child's behalf. I acknowledge that any costs incurred by myself because of an accident involving my child at the centre will be my responsibility and do not hold the centre liable.
- I/We consent to an authorised employee of Lollipops Childcare Centre or our emergency contact people to engage the services of a Doctor, Dentist or Ambulance in an emergency involving my child.
- I/We consent to in the event of an emergency my child will be taken from the centre by a Lollipops employee to the closest Hospital, Medical or Dental practice even though it may not be of my choosing. If an ambulance is required a Lollipops employee will stay with your child until you or your emergency contacts can be reached and attend.
- I/We acknowledge it is my/our responsibility to inform Lollipops childcare centre on any changes relating to our child's health, medical records and immunisation record.
- I/We acknowledge that my child will be excluded from care if he/she has contracted a contagious disease or condition for the duration of the prescribed period as advised by the Public Health Officer & full fees will apply while my child is absent.
- I/We acknowledge that my child will be excluded from care if I have chosen NOT to vaccinate my child and an outbreak of a vaccine preventable disease occurs at the centre. The exclusion period will last for the duration of the prescribed period as advised by the Public Health Officer & full fees will apply while my child is absent.
- If your child suffers from Asthma, please supply your Doctors Asthma Plan. I /We have supplied a copy of our child's Doctors Asthma Plan.
- I/We have recorded all known allergies or medical afflictions in our child's enrolment form. Including known reactions to over the counter treatments like band aids-Dettol-sunscreen.

Excursion Consent & Authorisation Form

- I/We consent to an authorised employee of Lollipops Childcare Centre escorting my child on local excursions outside of the centre boundaries. These may include walks across to the nearby park. Any excursions requiring transportation will have individual permission forms that will need to be signed prior to the excursion taking place. A risk assessment is also conducted prior to any excursion taking place.
- I/We accept that Separate permission forms may not be issued if it an unplanned activity and I cannot be contacted.

Discounts and Promotions

On occasion Lollipops Childcare Centre may offer discounts and promotions. Discounts relating to your out of pocket fees are applied once the nominated discount period has been completed. Discounts or promotional offers are subject to compliance with our payment policy.

Media Use Consent & Authorisation Form

At Lollipops Childcare Centre we are committed to the Early Years Learning Framework (EYLF). As part of this program your child will have a developmental portfolio detailing his/her activities completed throughout the year. Part of this documentation will include the use of still photography, digital & electronic media. All portfolios are available upon request. Your child's photo and name may be used in our centre displays, newsletters, email communication or other forms of electronic media including our online programs.

To protect your children's privacy, we do not part take in social media such as Facebook or twitter.

- I/We consent to my child's name and photo being displayed in all forms of electronic media communication and photography used at the centre.
- I/We have provided written notification to the centre of any media not authorised for my child to participate in.

Notice Periods

- **Withdrawing your child's care:** Two weeks written notice or the equivalent number of enrolled days during a two-week period. E.g. enrolled for 3 days 6 days of additional care would be charged calculation commencing from the day after the notice received.
- **Reducing the number of days of care:** One weeks written notice or the equivalent number of enrolled days during a one-week period. E.g. enrolled for 3 days 3 days of additional care would be charged calculation commencing from the day after the notice received.
- **Fee increases or adjustments:** Two weeks' notice to parents communicated through invoicing and published at reception.

Suspension of Care

- I/We acknowledge that if my child is absent from Lollipops Childcare centre for 3 days in a row and I have been uncontactable the centre may suspend my child's care and any government subsidies paid will be forfeited with the full daily fee being applied to my account. The normal two weeks period of childcare fees will be applied to our account commencing after the three-day period. Total days charged up to the equivalent of 13 days care.

I/We acknowledge that failure to pay my account within the terms specified may result in the termination or suspension of care and my child's place will be reallocated.

I/We acknowledge that if my payment is dishonoured by my banking agency my child's care may be suspended until the amount is paid in full.

Fees & Charges

- Daily fee: Published on invoicing and notice board available at the centre's reception.
- Enrolment Fee: Non-refundable. Required prior to processing enrolment form. Current fee published at reception.
- Overdue account fee: Automatically applied to accounts not paid within the payment policy terms as detailed in the parent handbook. Current charge amounts available from reception and on invoicing. Ipay Rejection fees applied per each instance.
- Public holidays: Your normal daily fee applies if it is your child's usual day of attendance.
- Absences: Your normal daily fee applies if it is your child's usual day of attendance. CCS entitlements only claimable for 42 days per annum. Exceptional circumstance may apply please discuss with the Nominated Supervisor.
- Exclusion Enforced: Your normal daily fee applies if it is your child's usual day of attendance.
- Late Collection Fee: Late collection fees are charged per minute with current rate available from reception.
- Enrolment start date: Full fee applicable to your type of care is charged if your child does not attend on the first day of their enrolment. Government CCS entitlements are not claimable if your child does not attend.
- Withdrawal date: Full fee applicable to your type of care is charged if your child does not attend on the last day or days leading up to their exit date Government CCS entitlements are not claimable if your child is absent.
- Medical Expenses: Full reimbursement required for any Medical, Dental, Ambulance or other travel expenses incurred by Lollipops Childcare centre or its employees that are associated in the treatment of your child.
- Debt Collection: Fees & associated charges incurred from the debt collection agency, court costs and administration charges are applied to unpaid accounts.
- Payments: As per Ipay charges contract and your personal banking contracts.
- Dishonoured payments: The current overdue fee will be applied to your account as per Lollipops payment policy. Additional charges may be applied separately by your own individual payment financial institution.

Before & After School enrolments: Normal session fees apply for public holidays and absences. During school holidays normal session fees apply if you wish to ensure your child remains enrolled when school resumes even if your child is not attending. Those children who will not be attending Lollipops during school holidays are considered withdrawn with the two weeks' notice period required as per the policy.

Parent Authorisation and Agreement of Care

- I/We agree to pay our childcare fee within the terms of the Lollipops childcare centre payment policy.
- I/We acknowledge that we have received a copy of Lollipops Childcare Centre Parent Handbook and understand that any changes to the parent handbook will be displayed on the centre's notice board
- I/We have been given access to the Lollipops Childcare Centre policies and procedures relating to the running of the centre, the equipment used by the centre and the care of the children whilst attending Lollipops Childcare Centre.
- I/We agree to comply with all government regulations and requirements in relation to the running of Lollipops Childcare Centre and its service.
- I/We acknowledge that information concerning my child and or family may be given to other organisations (such as government agencies) as required or authorised by law.
- I/We acknowledge that Lollipops will have visitors, volunteers or students attend and assist at the centre. I/We consent to our child being in the presence of these persons with the centre's appropriate supervision policy in place.
- I/We acknowledge it is my responsibility to maintain a current family assistance office income notice for childcare subsidy purposes. In the absence of such I/We acknowledge that full daily childcare fees will apply.
- I/We authorise the Provider or authorised Lollipops Childcare centre employee to take my child from the centre if an emergency arises and either myself or emergency contact persons listed on my enrolment form are uncontactable.
- I/We acknowledge that the centre does not provide makeup days if my child is unable to attend on their registered day.
- I/We acknowledge it is my responsibility to familiarise myself with the centre's program and to notify Lollipops Childcare Centre in writing if there are any activities or events we do not want our child to participate in.
- I/We or an authorised representative have personally visited the centre, completed our induction/orientation and wish to proceed with the enrolment.
- I/We have been given ample opportunity to clarify any points that we have questions about prior to enrolling at Lollipops Childcare Centre
- I/We acknowledge that if our childcare account is not settled in full within 5 working days of my child exiting the centre a Debt collection agency is employed to collect the outstanding monies.
- I/We have read the terms and conditions detailed in the enrolment form and consent to progressing with the enrolment of my child or children.
- In completing and signing this form, I/We acknowledge that the information I/we have provided is true and accurate and I/we agree to abide by the conditions of enrolment at Lollipops Childcare centre.

The centre reserves the right to terminate this agreement when, in its discretion, it considers that to do so would be in the best interests of the centre or our staff. We agree to give reasonable notice to exercise this right and will refund any payments in credit.

Direct Debit Request Service Agreement

HubHello Pty Ltd
Suite 309 Exchange Tower 530 Little Collins Street Melbourne VIC, 3000
1300 769 110

Overview

This is your Direct Debit Service Agreement with HubHello Pty Ltd ACN 160 176 018. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions

account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between you and us.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by you to us is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between us and you.

us or we means HubHello, (the Debit User) you have authorised by requesting a Direct Debit Request.

you means the customer who has signed or authorised by other means the Direct Debit Request.

your financial institution means the financial institution nominated by you on the DDR at which the account is maintained.

1. Debiting your account

1.1 By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.
or

We will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.

1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

1.4 'HUBHELLO CHILDCARE' for Credit Card or Debit Card debits or 'HUBHELLO CCARE' for bank account (BSB and Account Number listed) debits, will appear as the transaction reference on your nominated debiting account statement.

*Please note, your bank or credit card issuer may also apply extra wording on your statement notation such as physical location details eg; 'Upper Mt Gravatt Qld'

2. Amendments by us

2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

3. Amendments by you

3.1 You may change*, stop or defer a debit payment, or terminate this agreement by contacting your service with at least 7 days
or

3.2 Arranging it through your own financial institution, which is required to act promptly on your instructions.

*Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising HubHello of your new account details.

4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

- 4.2 If there are insufficient clear funds in your account to meet a debit payment:
- (a) you may be charged a fee and/or interest by your financial institution;
 - (b) you may also incur fees or charges imposed or incurred by us; and
 - (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct
- 4.4 It is your obligation to ensure you discuss any/all associated direct debit transaction fees/charges with your service provider.
5. **Dispute**
- 5.1 If you believe that there has been an error in debiting your account, you should notify HubHello directly and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.
6. **Accounts** You should check:
- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS on all accounts offered by financial institutions.
 - (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
 - (c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.
7. **Confidentiality**
- 7.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about you:
- (a) to the extent specifically required by law; or
 - (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).
8. **Notice**
- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to HubHello at: accounts@hubcareservices.com
- 8.2 We may send notices either electronically to your email address or by ordinary post to the address you have given us.
- 8.3 Any notice will be deemed to have been received on the third banking day after emailing or posting.

HubHello Pty Ltd ACN 160 176 018

Suite 309 Exchange Tower 530 Little Collins Street Melbourne, VIC, 3000

T 1 300 769 110 E hello@hubhello.com

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