



Raleigh St Community Children's Centre

Family Handbook

Welcome

Our Family Handbook provides the important information you need to know to ensure the best possible start to quality education and care at Raleigh St Community Children's Centre (Raleigh St).

Please read the provided information and ask questions to confirm your understanding of how our service operates.

You are required to sign and return the form on the last page of the handbook to confirm you have read and understand the information you have been given in your enrolment pack.

Contents

| | |
|--|-----------|
| OUR COMMITMENT TO FAMILIES | 4 |
| RALEIGH ST PHILOSOPHY | 5 |
| EARLY CHILDHOOD AUSTRALIA CODE OF ETHICS | 5 |
| RALEIGH ST'S CODE OF CONDUCT | 6 |
| REGULATORY AUTHORITIES | 6 |
| NATIONAL QUALITY FRAMEWORK | 6 |
| ABOUT RALEIGH STREET | 6 |
| APPLYING FOR A PLACE AT RALEIGH ST | 8 |
| COMMUNICATION | 10 |
| NAVIGATING KIDSXAP | 11 |
| FEES | 20 |
| SETTLING INTO CARE..... | 21 |
| FAMILY PARTICIPATION..... | 26 |
| HEALTH AND WELLBEING | 27 |
| SAFETY AT RALEIGH ST | 29 |
| POLICIES | 32 |
| ATTACHMENT 1: Code of Conduct..... | 33 |
| ATTACHMENT 2: Fee information for families | 35 |
| ATTACHMENT 3: Statement of Fees and Charges | 38 |
| ATTACHMENT 4: Fee Payment Agreement 2020/21 | 39 |
| ATTACHMENT 5: Consent Form to conduct Headlice Inspections | 40 |
| ATTACHMENT 6: Parent Participation Program | 41 |
| ATTACHMENT 7: Parent Participation Skill Form | 42 |
| ACKNOWLEDGEMENT FORM | 43 |

Welcome to Raleigh St Community Children's Centre. Established in 1985, Raleigh St is a warm and caring space dedicated to quality education and care for up to 37 per day children between the ages of 4 months to preschool age.

We strive to create an inclusive environment where Educators and families are encouraged to work together in a genuine partnership. Our focus is on creating an open learning setting to ensure each child reaches their potential. Regardless of culture, gender, ability, or family structure, we ensure each child can participate in all aspects of our programs.

We celebrate our multicultural roots for the wealth of knowledge they bring to our community. Aboriginal and Torres Strait Islander cultures, identities and connections to community and Country are valued here. We acknowledge the Wurundjeri people of the Kulin Nations as the Traditional Custodians of this land and pay our respects to Elders past, present and emerging.



OUR COMMITMENT TO FAMILIES

The Committee of Management and staff at Raleigh St are committed to –

- Providing children in our care with a happy and safe environment that recognises their individual skills, abilities, and interests
- Encouraging children to be resilient, independent thinkers that are flexible and open to new experiences

- Employing qualified Educators to oversee children's individual educational needs and assist them with a comprehensive school readiness program when it is time to make the transition to formal schooling
- Providing a wide range of educational resources that are age and developmentally appropriate for all children in our care
- Providing beautifully presented, easily accessible environments both indoors and outdoors that invite children to explore, be curious and empower them to make decisions about their learning
- Providing a ChildSafe environment and support our Educators with regular child protection training, OHS and first aid training

RALEIGH ST PHILOSOPHY

The statement of philosophy reflects the beliefs and values of those who are associated with a service. Together with the Approved Learning Framework it assists educators in considering the service's approach to learning, development, and wellbeing. It should also underpin policies and procedures and guide all aspects of a service's operations and practices. All services are required to have a current statement of philosophy in place which is reviewed on a regular basis. National Quality Framework, 2018

Diversity is our strength- When we value and celebrate diversity it helps overcome stereotypes, promotes inclusion, builds cultural awareness, and encourages unity. We work to enable children to feel confidence and pride in their uniqueness.

Empowered staff- Our staff have the knowledge, confidence, means and ability to make decisions that enable professional growth and continuous improvement. We challenge ourselves through critical reflection and by coming together to ask - Can we do better?

Community connections- We foster relationships that extend into our wider community based on principles of mutual benefit and provide the children with a sense of place. Indigenous perspectives are embedded into our everyday practice to provide children with the cultural context of our local area.

Holistic learning- All children should be well prepared for successful transitions within Raleigh St and later to school. Learning is a lifelong process in which new experiences are assimilated, each step building on the last. We believe early childhood education and care must be approached holistically, for individual personal growth that extends beyond academic learning.

Sustainability- We commit to sustainable practices and recognise that a climate emergency has been declared. We empower our children to take positive steps for future generations by teaching them how we impact the environment, and what we can do to reduce that impact through everyday actions.

EARLY CHILDHOOD AUSTRALIA CODE OF ETHICS

Designed especially for early childhood education and care environments and based on the principles of the *United Nations Convention on the Rights of the Child* (1991) the Early Childhood Australia (ECA) *Code of Ethics* reflects current pedagogical research and practice, providing a framework for reflection about

the ethical responsibilities of early childhood professionals who work with or on behalf of children and families in early childhood settings.

RALEIGH ST'S CODE OF CONDUCT

The Code of Conduct establishes the standards for all employees, the Committee of Management, families, students, and visitors of Raleigh St. The values that underpin our conduct include equity, respect, integrity, and responsibility. See Attachment 1.

REGULATORY AUTHORITIES

Raleigh St is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) and the Victorian Dept of Education and Training (DET).

NATIONAL QUALITY FRAMEWORK

Raleigh St complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the *Education and Care Services National Law and National Regulations*, the *National Quality Standard* and a rigorous assessment and rating system. Raleigh St has been rated as "Exceeding" in all 7 areas of the NQF each time it has been assessed.

Additional information about the NQF can be found [here](#).

ABOUT RALEIGH STREET

Children's Rooms

Star Room- With a dedicated age-appropriate yard, the Star Room has up to 10 children between the ages of 4 months to 2.5 years, with three full time Educators each day.

Moonlight Room- Our 2 - 3.5 year old room. There are two full time Educators with up to 10 children each day. We offer a play based indoor/outdoor program with a flexible routine that encourages children's natural desire for autonomy.

Magic Room- Our largest room with 17 children between the ages of 3 years to pre-school age. We have two qualified Kindergarten Teachers and one Diploma Qualified Educator each day during school terms.

Educators & staff

At Raleigh St we value continuity of care, familiarity, and a sense of trust. Our Educators are long serving employees with each room team comprising of full-time permanent Educators. Our pool of regular casual staff is always our first choice for covering leave.

We consider the qualifications, skills, knowledge, and personal attributes of each potential candidate to build a positive culture and professional learning community. We are an equal opportunity employer and value the diverse, cultural, and linguistic backgrounds of our Educators.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills.

All staff hold valid Working with Children Checks, current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications. Yearly Child Protection training and Safe Food Handling training.

The Committee of Management

The Committee of Management (the CoM) is responsible for the overall management of Raleigh St. Among the responsibilities of the CoM are the development of policies, planning and maintenance of the facilities, preparation of budgets, management of finances and the management and appointment of staff.

The CoM consists of elected members who are usually family members at Raleigh St, requires people to fill the following executive roles:

- President
- Vice-President
- Secretary
- Treasurer
- Staff/Family Liaison

In addition to these roles, general members are required and form sub-committees as required, e.g. –

- Fundraising
- Marketing
- Policy
- Strategic management

The Curriculum and Quality and Improvement Plan

'Curriculum means all the interactions, experiences, activities, routines and events, planned and unplanned, that occur in an environment designed to foster children's learning and development.' EYLF, p.9

We offer an early learning program and kindergarten program that are developed by our Educators and Kindergarten Teacher in accordance with the Early Years Learning Framework (EYLF) and the Victorian Early Years Learning and Development Framework (VEYLDF).

The EYLF is made up of learning outcomes, principles, and practices which Educators use in their documentation of children's learning and in their reflections and planning. Fundamental to the EYLF is a view of children's lives as characterised by belonging, being and becoming.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP enables Raleigh St to identify areas where we are already providing high quality care and education and assists in developing goals for further improvement.

Hours of operation and contact details

Open MON-FRI 7.30am-6.00pm
Closed for 2.5 weeks over Christmas
Closed all public holidays
Closed for one full Professional Development day

Email

| | |
|------------------|--|
| Director | raleccc@kindergarten.vic.gov.au |
| Admin | adminrsccl@kindergarten.vic.gov.au |
| Star Room | starrsccl@kindergarten.vic.gov.au |
| Moonlight Room | moonlightrsccl@kindergarten.vic.gov.au |
| Magic Room | magicrsccl@kindergarten.vic.gov.au |
| Catering Officer | cateringofficer@raleighstccc.org |

Phone

| | |
|----------------|--------------|
| Director | 03 9957 8817 |
| Star Room | 03 9957 8818 |
| Moonlight Room | 03 9957 8819 |
| Magic Room | 03 9957 8820 |

Street

28 Raleigh St, Thornbury, VIC 3071

Web

<http://raleighstccc.org/>

APPLYING FOR A PLACE AT RALEIGH ST

Darebin Council operates a centralised waiting list on behalf of Raleigh St. Families can apply to the list from the birth of their child onwards, and names are placed on the waiting list in the order of receipt of application. *Priority of access criteria* are applied by the Council that can affect where a child is placed on the waitlist; please see our [Enrolment and Orientation Policy](#) for details.

How to apply for childcare

Visit the City of Darebin [website](#) to learn the most up to date information about applying for childcare in a community-run centre in the Darebin Council area.

How to apply for kindergarten

Raleigh St offers an integrated 4 year old kindergarten program. This program enables children to attend a high-quality kindergarten, run by a Qualified Teacher whilst allowing families the flexibility to have their children in care for longer hours.

The fees for funded kindergarten are incorporated in the daily service fees – i.e., the daily fee is the same regardless of whether your child is attending kindergarten or childcare. You can claim Child Care Subsidy because the program is integrated into a long day care service. This is different to the fee structure of a *standalone* kindergarten, where you pay a fee per term and do not receive care outside of term or kindergarten session times.

Applications for our 4-year-old kindergarten program open on the 1st February in the year **prior** to attendance and can be made right up until the beginning of the year of attendance.

A child attending our 4 year old kindergarten program will need to attend at least 3 days a week to receive the 15 hours of kindergarten teaching required.

The City of Darebin operates a Centralised Waiting List for our kindergarten program. Visit the City of Darebin [website](#) to find out details on applying for kindergarten in the Darebin area.

Please note:

- Completion of an application does not guarantee placement
- A Kinder application needs to be submitted to Council even if your child is currently at Raleigh St and intends to stay there for the 4-year-old kindergarten program.
- If your child is attending a funded kindergarten program **elsewhere**, we are not able to guarantee your child will be allocated additional (childcare only) days that you may apply for with Raleigh St. Children that enrol in 4 yr. old kindergarten that is not at Raleigh St will be allocated childcare days after all other requests for days are fulfilled.
- Once your child completes their kindergarten year, we are unable to offer childcare in the weeks before school starts in the year they will attend school.

Allocation of days and priority of access

All registrations with the Darebin City Council Centralised Waiting List are processed in accordance with priority of access guidelines as outlined below and in alignment with the Department of Education and Training *Kindergarten Guide*.

Allocation of preferences will be made as follows:

1. Allocation of children with additional needs and vulnerable families. This includes where the child is Aboriginal and/or Torres Strait Islander, or the family has had contact with Child Protection (or been referred by them to Child FIRST).
2. Where the child is currently in an Out of Home Care arrangement including kinship care.
3. Children approved by Department of Education and Training for a second year of kindergarten at Raleigh St.
4. Children enrolled in the 4-year-old funded kindergarten program at Raleigh St.

After applying the above priorities, Darebin City Council waiting list applications are given weightings according to the following factors (with evidence provided to support):

- Families who are Darebin residents or whose child attends unregistered, verified care in Darebin. Unregistered care is provided by family members, nannies or other carers who are not registered with the State authorities to provide registered care. This must be verified with a Statutory Declaration and proof of residency of the carer.
- A child or sibling participated in the preferred kindergarten within the last two years of the application being completed.

- Where a kindergarten is the closest to a child's home.
- Where the child is a twin, triplet, or quadruplet.

When children on the waiting list have applied within the designated period and achieve the same priority weightings, allocation will be ordered according to random selection. Random selection will be made by computer generated sorting of applications.

Once a child is attending Raleigh St, the priority of access conditions (labelled 1-4 above) are applied when allocating places for early childhood education and kindergarten in subsequent years of attendance.

We are unable to guarantee all preferred days will be always available for your family during a child's enrolment due to the application of these priorities.

Immunisation

Under the *Public Health and Wellbeing Act 2008*, to finalise an enrolment for a child in a kindergarten or long day care service-

- a current [Immunisation History Statement from the Australian Immunisation Register](#) must be provided to the early childhood service, and
- the statement must show that the child is up to date with all the vaccinations they are due/able to receive or
- the child is eligible to enrol under the [grace period](#).

'Conscientious objection' to vaccination is not an exemption.

A grace period of 16 weeks from the first day of the child's attendance at the education and care service may apply to children from families experiencing vulnerability and disadvantage.

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Immunisation Register (AIR).

The only unimmunised children who can be enrolled in childcare (after 1 January 2018) are those who are on a recognised catch-up schedule or those who are unimmunised due to medical reasons as described in the Australian Immunisation Handbook. Parents must provide an AIR Immunisation History Form or an AIR Immunisation Medical Exemption Form upon enrolment.

In the case of an outbreak of any vaccine preventable disease, management will contact families as soon as possible. We ask that families immediately inform Raleigh St if someone in their family is diagnosed with an infectious disease to help minimise the risk to other children, families, and Educators.

We are legally required to notify the Public Health Unit of any cases of vaccine preventable diseases occurring at Raleigh St.

COMMUNICATION

We work in partnership with you and your family. We support and encourage communication with your child's Educators about your child's unique needs and their general enjoyment of their day.

Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's progress. You are encouraged to talk to your child's Educators to arrange to meet your child's Educator at a mutually convenient time.

We have many types of communication we use for families, including:

- Newsletters
- Phone calls
- Emails
- Face to face
- Room communication books
- Mid-year and end of year interviews
- Formal meetings

Please ensure you are receiving and reading the emails sent from Raleigh St as they will contain important information about your child's time with us. If there are any problems or questions, please do not hesitate to discuss them with the Director. If there is a conflict of interest, you can speak with the Staff/Family Liaison Officer or another member of the CoM.

NAVIGATING KIDSXAP

Raleigh St uses "Kidxap" to send invoices and track fee payments from families. The *Kidxap Guardian App* can be downloaded from the Apple or Google Play store for free.

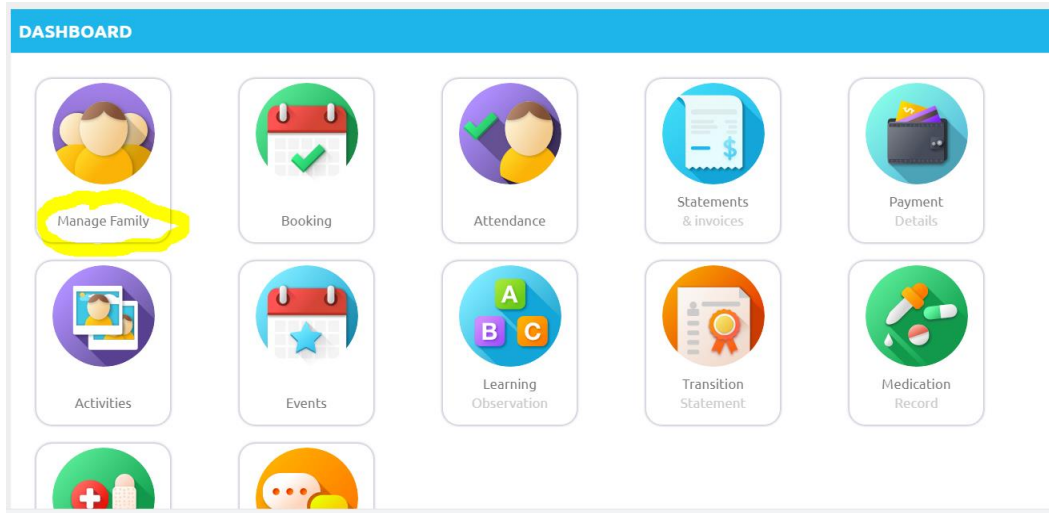
- Once you have accepted your offer of a place at Raleigh St, you will receive an email with your username and password login details for Kidxap, and an email from Raleigh St with instructions on how to enrol your child.
- In Kidxap you can view your current invoice, outstanding fees or track payments made to Raleigh St, book additional casual days (if available) and mark your child absent.

Creating or editing your child's enrolment record on Kidxap

To maintain the safety, health and wellbeing of all children attending Raleigh St, the enrolment record/details are required to contain **accurate and complete information, including sections that do not apply (indicate accordingly)**.

Raleigh St is responsible for ensuring that all the prescribed information is either included in the enrolment record or all efforts have been made to gather the information from the family.



Go to <https://raleighstccc.kidxap.com.au> on a desktop computer and click on "Manage Family" to begin.



From the “Manage Family” page, you can fill/edit details for Guardians/Nominees and all the required information for your child's enrolment record can be filled/edited in the “Children” and “Declaration and Consent” tabs.



Under “Children”, click on the pencil icon to fill/edit the details for your child

| Child DOB | Child CRN | Gender | Health & Diet | Status | Action |
|------------|------------|--------|---------------------------|--------|---|
| [REDACTED] | [REDACTED] | Female | Allergies-Yes,Dietary-Yes | |   |

Please check your child's Personal Details and fill or add in anything missing. If you wish to claim Childcare Subsidy you will need to provide a CRN for you and your child. At the bottom of the first section, you need do click on **“Save and Next”** to move into the next section, where you must fill in the details for Health and Diet. For each section in Health and Diet, repeat the process of answering the questions and moving to the next question by choosing **“Save and Next”**.

Save Save & Next Cancel
I will continue later Go to Health & Diet

health & Diet Details

Sunsmart

Our service follows SunSmart health recommendations. Please apply SPF 30+ broad spectrum water resistant sunscreen to your child before attending the education and care service. In the event that your child doesn't have sunscreen when attending we ask you to complete this authority for a staff member to apply sunscreen to your child

If your child is sensitive or allergic to some sunscreens, please provide a sunscreen that can be applied to your child.

Authority for staff to administer sunscreen provided by the service.

I give permission for the staff at the service to apply, as appropriate, SPF 30+ broad spectrum, water resistant sunscreen to all exposed body parts of my child

My child is sensitive to some sunscreens. I will provide the centre with a suitable sunscreen for my child.

Save Save & Next

It is especially important that you upload a copy of your child's Immunisation History Statement from Medicare under the "Child's Health, Medical and Immunisation Information", as we are legally not allowed to care for your child without an up-to-date copy of this record.

Once you have reached the end of this section, please complete ALL the Declaration and Consent questions in the last tab and remember to **SAVE** at the end!

Guardians / Nominees Children **Declaration & Consent**

Participation

Do you give permission for your child to participate in celebrations or events such as birthdays, Christmas and Easter?

No Yes

Photographs

Do I give permission for my child's name and/or photo to be used for the centre displays and development profiles.

No Yes

Authorised Nominees

You will be requested to provide information about authorised nominees on your child's enrolment using Kidxap. These are persons that you provide permission to:

- collect your child from Raleigh St.
- provide consent for medical treatment for your child from a medical practitioner, hospital, or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Director of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)

- emergency contact information details etc.

Authorisations

The online enrolment record will include additional authorisations for Raleigh St to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for application of sun cream, permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen).

Photographs, social media, promotion

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions for sharing with the Raleigh St community through email and/or to promote Raleigh St to the community through marketing and promotional materials. Photographs and video will also be used as part of our observation and programming process.



Excursions/regular outings

Excursions are an important and valuable part of learning in early education. They expose a child to a range of different experiences and help them to observe and understand the world around them. For any excursion or regular outing in our community, we will complete comprehensive risk assessments to minimise any identified risks as part of our planning for excursions. We provide families with information about the excursion in advance and require written authorisation for each child to participate on an excursion or regular outing.

Medical conditions

It is vital that we are aware of any medical conditions including diabetes, epilepsy, allergies, intolerance, eczema, asthma, and/or risks of anaphylaxis of your child including any potential triggers.

Raleigh St requires a Medical Management Plan or Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at Raleigh St.

In consultation with your child's Educators, you will be asked to develop a Risk Minimisation Plan to assist all Educators with understanding the condition and how to minimise the risks associated.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12 months.

Diagnosed disability

If your child has a diagnosed disability, please speak to the Director prior to enrolment.

We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care. We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation.

If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to contact services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning and integration into our programs which support their social, emotional, cognitive, and physical development.

Raleigh St may be able to apply for additional support through the Inclusion Support Program (ISP) to assist Educators to create a program tailored for inclusion for all children.

Family law and access

Raleigh St will uphold any responsibilities or obligations in relation to Family Law and access to Raleigh St. We require certified copies of any court order, parenting orders or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to us.

We will only allow children to leave Raleigh St with the written permission of the custodial parent/guardian. Without a Court Order we cannot prevent a parent/guardian collecting a child.

Notification of absence using Kidxap

We encourage families to notify Raleigh St as soon as possible if your child will be absent for any day or session you have booked. You can do this from your phone using the Kidxap app.

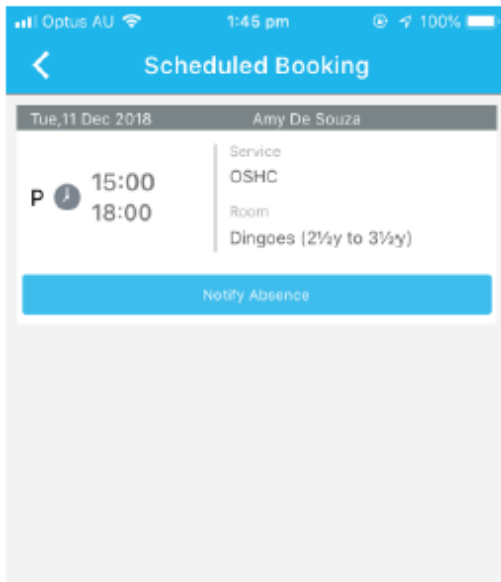
1. Click on Attendance & booking



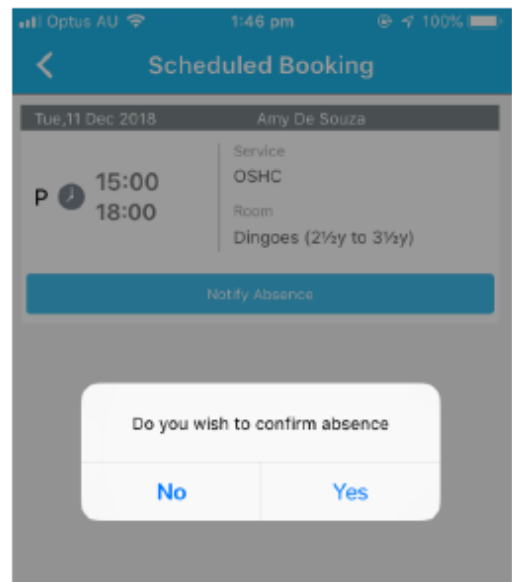
2. Click on the forward arrow on the date you need to notify absence. Please note you cannot notify absence for a past date.



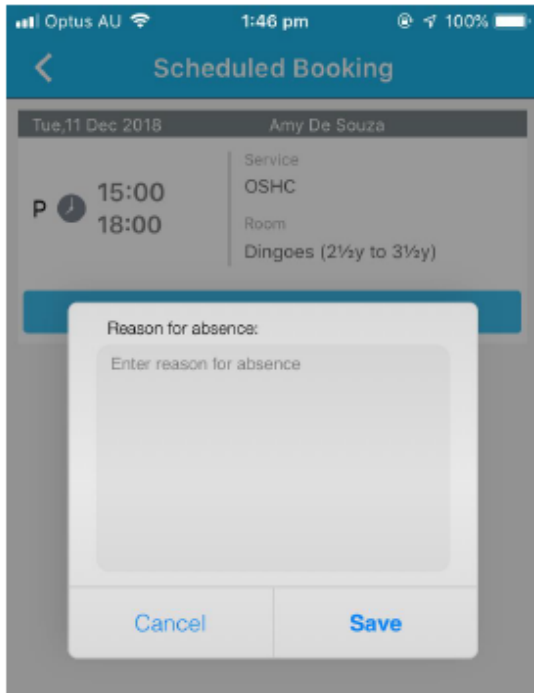
3. This page will pop up where you click on Notify Absence



4. It will then ask you to confirm absence. Click Yes



5. Add the reason for the absence and click Save.



6. Hooray! Absence notification complete!



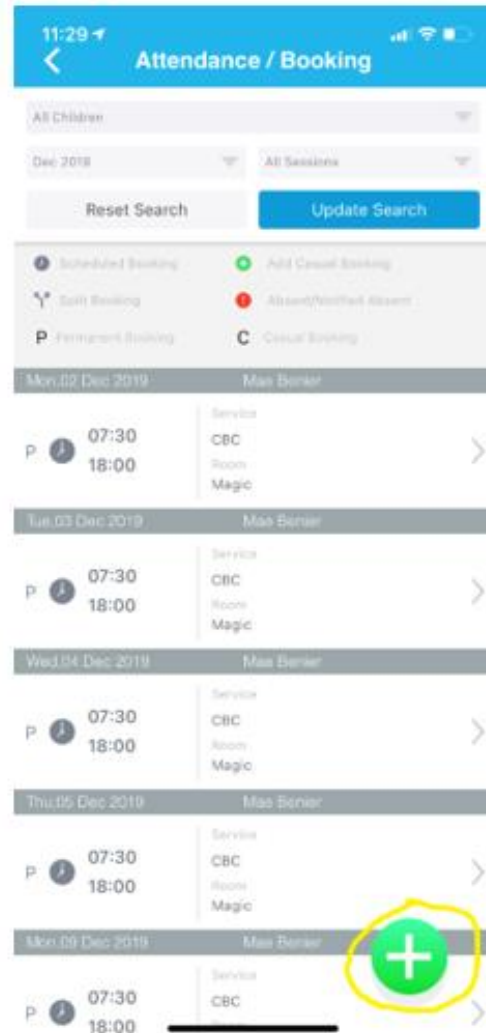
Book a casual day using Kidxap

Each week we will send an email to families to let them know of any casual vacancies that are coming up in the next week. Families can book these extra days through Kidxap and you will be billed for them as per any other booking

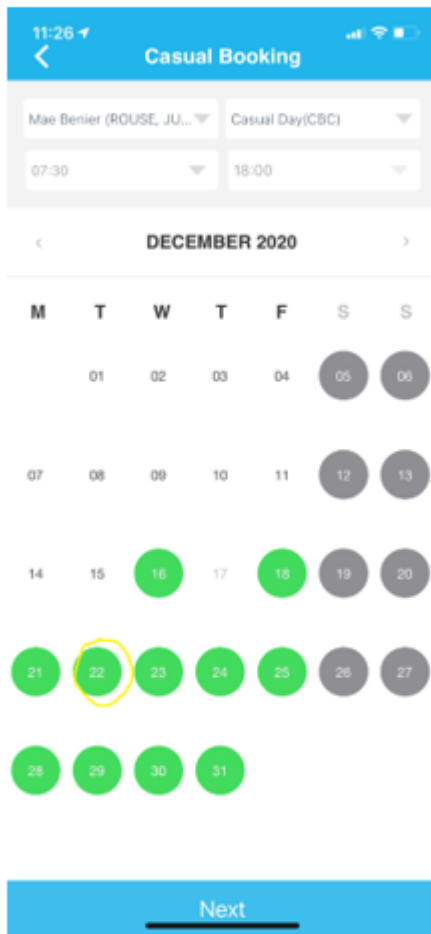
1. Open the app on your phone, and click on "Attendance and Booking"



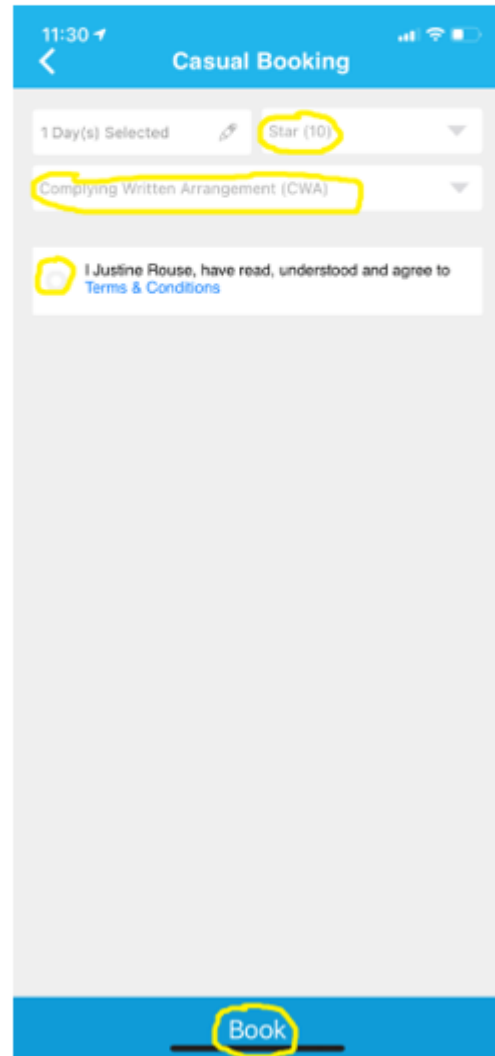
2. Click on the green "plus sign"



- From the calendar that appears, choose the day you wish to book for your child, then click "Next" at the bottom of the screen.



- Please ensure you **SELECT THE CORRECT ROOM** for your child, and change the agreement type to "Complying Written Arrangement (CWA)". This is important otherwise you will not receive Child Care Subsidy. Once these details are set, click on "Book" at the bottom of the screen. You will receive an email to confirm success.



FEES

Fee Structure for 20/21 FY

Our daily fee is \$133.00 per day per child.

The Child Care Subsidy (CCS) is the main way the Government assists families with their childcare fees. The subsidy is paid to childcare providers as a co-payment to reduce the fees charged to families. It is the families' responsibility to apply for CCS and keep all details up to date with Centrelink to continue to be eligible for this co-payment.

Fee Payment

Fees will be invoiced to families directly on a fortnightly basis and must be paid by direct debit on the date indicated on the invoice. It is the responsibility of the nominated account holder to ensure that funds are available in the nominated direct debit account as an \$8.80 dishonour fee is incurred otherwise.

Fees are payable for booked care and includes days when:

- A child is absent from Raleigh St
- A child is sick and absent
- A child is on holidays
- Public holidays

Families having trouble in paying fees are requested to contact the Director who will arrange a suitable alternative payment plan. Any family that falls more than 2 weeks in arrears in their account may be requested to cease their child's enrolment and a debt recovery service may be engaged.

Raleigh St's Privacy and Confidentiality Policy will always be complied with in relation to a family's financial/personal circumstances.

Please take the time to read our [Fees Policy](#), sign and return the Fee Payment Agreement at the end of this handbook to the office before your child begins care at Raleigh St.

Absences

We encourage families to notify Raleigh St as soon as possible if your child will be absent for any day you are booked. It is recommended that absences are notified to the Director and the child's room by email or through Kidsxap.

Child Care Subsidy will be paid for any absence from an approved childcare service your child attends for up to 42 days per child per financial year. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to us about additional absences.

You can access your child's absence record on your online statement by selecting 'View Child Care Details and Payments' on your [Centrelink online account](#). You can also do this using the Express plus Families mobile app

Public holidays will be counted as an absence if your child would normally have attended Raleigh St on that weekday, and fees have been charged for that day for your child.

If your child has not attended our service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS.



SETTLING INTO CARE

Introducing your child to care can be an emotional time. It is fair to expect some tearful goodbyes in the early days; however, there are many ways to assist your child with this transition.

We encourage each family to visit before they start their first day with us. This gives you and your child the opportunity to gain an understanding of our program, the layout of the room, where to put your child's belongings, provide Educators with additional information about your child and how we can best support their transition and settling in period.

Please feel free to phone or email us anytime during the day to check on your child's progress.

Arrival and Departure

Each day, you must sign your child in upon arrival and sign out upon departure using the tablet in the foyer. We are required by legislation to always maintain our attendance records. This record will be used in the event of an emergency at Raleigh St.

Our staff have a duty of care to your child and will only allow your child to be released into the care of either a parent, guardian or an authorised nominee as listed on your child's enrolment record.

If your child needs to be collected by another person for any reason, an authority to collect must be provided in writing (email) to the Director. Our staff

will ask to view photo identification of the adult collecting your child from care to confirm their identity.

Saying goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parent or guardian have left. What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Always farewell your child when you are leaving as they may become upset if they have not had the opportunity to say goodbye. This will gain trust from the child, not only in you but in the Educator, who is reassuring your child about their day and when you will return. Rest assured; we will contact you if your child becomes distressed.

What to pack

- Backpack
- A piece of fruit to share for morning tea
- Hat (wide brimmed or legionnaire)
- Several spare changes of clothes – appropriate for the weather
- Nappies (minimum of 6 a day)
- Bottle (if using)
- Formula powder (if using)
- Water bottle
- Prescription Medication (if required)
- Comforters – dummy, teddy etc.
- Raincoat & gumboots for wet weather

Ensure all items from home are labelled with your child's name.

Breastfeeding

We are a breastfeeding friendly service. Mothers who are breastfeeding are welcome to attend Raleigh St during the day to feed their infant.

Toys from home

Any special toys, comforters, or blankets that your child is attached to and will feel more comfortable with while in our care are welcome. We will make every effort to keep track of special toys, however, we cannot be held responsible if toys from home are lost or damaged.

Toileting

When a child begins to display readiness to use the toilet, Educators will, in conjunction with families, actively and regularly encourage and assist the child in practicing this new skill.

To help each other we ask that your child is dressed in clothing that is easy to remove quickly when toilet training, please avoid items like overalls. Soiled clothing will be returned home in a sealed plastic bag.

Rest and Sleep

Rest and sleep routines vary according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide beds/cots for children and play soft music in the background. Your child may wish to bring a security item to have at rest time. Please feel free to discuss your child's rest or sleep needs with Educators. Each day we provide information about the times your child rested or slept. Quiet activities, such as puzzles, and books are available for those children who do not sleep.

Behaviour Management

Children at Raleigh St are encouraged to develop social skills which help to resolve conflicts and meet their needs without the use of aggressive or destructive behaviours.

When situations arise needing adult intervention, Educators aim to provide the child/ren with clear explanations as to why the behaviour is unacceptable, and then guide them towards appropriate behaviours by offering them alternate strategies.

If a child continues to be disruptive after being given strategies, he/she will be re-directed to a different activity or experience. Where there are continuing concerns regarding behaviour, discussions with parents will be initiated with a view to seeking guidance from other agencies

Outdoor area

All children are encouraged to participate in indoor/outdoor play. The outdoor environment provides physical and intellectual stimulation, creative opportunities and is an integral part of the children's program.

Educators conduct a daily risk assessment/check on the outdoor area and equipment to make sure it is safe from hazards. Outdoor play is vital to our daily program because children can engage in more physical play when in the outdoor areas. Activities that use physical movements allow children to use their energy, enhance their concentration, motivation, learning and wellbeing.

Physical play provides children with the opportunity to:

- develop strong bones and muscles
- improve strength and balance
- develop flexibility and coordination
- develop fundamental movement skills
- develop spatial awareness
- develop mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development



Nutrition

At Raleigh St we provide a wide variety of seasonal vegetables, grains, proteins, fruits, and dairy sources. We use low salt & sugar options and follow the Victorian Healthy Eating guidelines for children in long day care.

Raleigh St staff are trained in the Confident Body, Confident Child methodology, which encourages body positivity, acceptance of body diversity and a positive attitude towards physical activity and enjoyment of food.

Our meals are freshly prepared onsite each day by our catering officer. The menus follow a rotating four-week Spring/Summer or Autumn/Winter plan. All dietary requirements are catered for, please ensure your child's specific needs are added to their enrolment record in Kidsxap.

Families are asked to provide a piece of fruit to share at morning tea. During the day there is also an all-day vegetable snack box available to the children. Water is always available. Cows/ soy/rice/oat milk is offered at both morning and afternoon tea.

Raleigh St will not accept any food brought from home other than uncut fruit. If your child is eating when you arrive at Raleigh St, we kindly ask the food to be consumed before entering the building.

Birthday cakes are available to celebrate your child's special day. We offer a choice of 4 cakes: berry-coconut; chocolate; apple and orange; or a fresh watermelon and fruit salad cake (summer only). All cakes are made in house. No cakes from home will be accepted.

A small cake fee is payable when submitting your order form and goes towards fundraising projects. Birthday cake request forms are available near the sign in iPad in the foyer – a minimum of two working days' notice is appreciated.

We are a nut free centre – please do not bring in any food or product containing nut or nut products.



SunSmart

Raleigh St has developed a SunSmart policy to ensure all children in attendance are protected from the harmful ultraviolet radiation rays of the sun. SPF 30+, broad-spectrum water-resistant sunscreen will be provided by Raleigh St for all children and staff. If children are known to suffer skin reactions to sunscreen, families are asked to provide sunscreen that is appropriate for their child. **Sunscreen provided by families must be clearly labelled with the child's name.**

All children are required to wear hats to protect their face, neck, and ears whenever they are outside. We prefer children wear legionnaire or broad-brimmed hats. Children (and staff) are to wear Sun Safe clothing which means **shoulders are fully covered.**

Educators and management appreciate it when families –

- Sign their child in and out each day of attendance (this is a legal requirement)
- Show interest in what their child is learning
- Read all communication from Raleigh St – regularly check your child's communication pockets (it's where the birthday party invitations often hide!)
- Keep up to date with special events
- Take part in the program
- Take note of important dates in your calendar
- Return all requested paperwork
- Keep enrolment record in Kidxap up-to-date including your child's most current Immunisation History Statement
- Dress their child in appropriate clothes and expect the remnants of a messy day of fun

- Demonstrate respect and appreciation for their child's Educators by role modeling appropriate interactions

FAMILY PARTICIPATION

Contribution and participation of families plays a crucial role in the success of Raleigh St. Family participation not only helps to maintain a community environment, but also assists in reducing centre costs.

To encourage family participation, Raleigh St has an annual participation payment of \$180 per family (please see the policy [here](#)). Each family will be required to contribute a minimum of 9 hours of time to Raleigh St during the year (4.5 hrs if a single parent/guardian family). If a family does not meet the minimum 9-hour requirement, they will be billed the sum of the participation payment at the end of the year.

The list of tasks will range from jobs such as general centre maintenance, sewing, mending equipment, administration jobs, organising social events, joining the committee or a subcommittee or running an activity for the children such as music, craft, or language. You will be able to choose which tasks you undertake and when you do them.

In addition to this, there will be at least three working bees per year, each being two hours long. As an example, if two family members attend one working bee, this will equate to four hours of participation for that family.



HEALTH AND WELLBEING

There are many factors to consider when your child attends a long day care centre including their health and wellbeing and that of other children and staff. For your convenience, a broad overview of relevant information extracted from Raleigh St's Policy Manual has been developed as a quick reference guide. To access individual policies pertaining to a specific topic please refer to our website.

When should I keep my child home from Raleigh St?

Raleigh St is a busy and demanding day for the bodies and minds of the children. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, Educators, and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- Staying Healthy in Childcare. Our policies and procedures for Sick Children and the Control of Infectious Diseases are available for all families to view.

Please monitor your child's health and do not bring your child to Raleigh St if they are suffering from an infectious disease/illness or are generally unwell.

If your child becomes ill whilst at Raleigh St, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, Educators will contact the child's emergency contact for collection.

When your child is collected, you will be provided with an Injury, Incident, Trauma, and Illness Record completed by the Educator which includes information about your child's illness, their symptoms, general behaviour, and any action taken. You will be requested to sign and acknowledge the details in this record.

Your child should not attend Raleigh St if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from Raleigh St for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. For certain illnesses, a medical clearance certificate may be required before your child returns.

Vomiting

When a child vomits during the day, a parent/nominee will be notified immediately, and will be asked to collect the child. A child who has been vomiting must not return to Raleigh St for 24 hours after their last vomit.

Rashes and unexplained illnesses

If a child develops an unusual rash, families are requested to see a doctor before returning to Raleigh St. A medical clearance will be required.

When a rash or other condition that has been diagnosed by a medical practitioner as non-communicable, a letter from a General Practitioner is required stating that the child is able to attend Raleigh St without exposing other children to risk of contagion.

Injuries (Head/facial/other)

When a child sustains an injury to the head, face or any other injury which causes significant distress, staff will notify families, or established emergency contacts immediately. Staff will ensure the child is comfortable and is always under observation. In case of serious illness or accidents, an ambulance may be called to take the child to hospital for treatment.

In the event of an injury occurring at Raleigh St, staff will complete an *Incident, Injury, Trauma, and Illness Record*. When you arrive to pick your child, you will be notified (unless you were notified earlier) of the incident and asked to read the report and sign it.

Any costs associated with illness or accidents will be borne by the family/legal guardian of the child. Families are requested to provide consent for emergency medical treatment on the enrolment record in Kidsxap and any other enrolment update forms.

Infectious diseases

If a child has an infectious disease Raleigh St should be notified as soon as possible. All families of children attending Raleigh St will be notified if there is an outbreak of an infectious disease (staff or children).

The families of all children with infectious diseases must adhere to the exclusion periods outlined by the Department of Health and Human Services.

Exclusion Periods Infectious Diseases

This document is available online at <http://ideas.health.vic.gov.au/guidelines/school-exclusion-table.asp> and is reproduced courtesy Department of Health, Victoria.

Please refer to the online version for the most up to date guidelines.

Medication Administration

Guidelines for administration of Paracetamol and Ibuprofen-

- Families must provide their own Paracetamol/Ibuprofen including a dropper or applicator for use as directed by a General Practitioner
- To safeguard against the disproportionate use of Paracetamol/Ibuprofen and minimise the risk of concealing the fundamental reasons for high temperatures, Educators will only administer Paracetamol if it is accompanied by a General Practitioner's letter stating the reason for administering, the dosage and duration it is to be administered (e.g., teething)
- If a child presents with a temperature of 38.5 or higher whilst at Raleigh St, the family will be notified immediately and asked to organise collection of the child as soon as possible

While waiting for the child to be collected, Educators will:

- Remove excess clothing to cool the child down
- Offer fluids
- Encourage the child to rest

- Provide a cool, damp cloth for the child's forehead and nape
- Monitor the child for any additional symptoms

Only in exceptional circumstances and after verbal consent from a parent/guardian or nominee, where the child has a fever of 38.5C or more and is in obvious discomfort or pain, will Educators administer Raleigh St's Paracetamol/Ibuprofen whilst awaiting pick up:

- Educators will NOT administer Paracetamol/Ibuprofen to a child under the age of six months unless prescribed by a General Practitioner
- Educators will not administer Paracetamol/Ibuprofen for fevers under 38.5C, gastroenteritis or as a sedative

Emergency involving Anaphylaxis or Asthma

For anaphylaxis or asthma emergencies, medication will be administered to a child without authorisation, following the correct Action Plan that has been provided.

Raleigh St will contact the following as soon as possible-

- Emergency services
- A parent/guardian of the child
- The regulatory authority within 24 hours

The child will be comforted, reassured, and removed to a quiet area under the direct supervision of suitably experienced and trained Educators

Recording Medication Administration

On arrival the family of a child requiring medication must complete the details in the short-term medication form.

The instructions recorded by the family on the medication form must be identical to the prescription documented on the medication bottle/packet/tube and must include the dose, frequency and details of administration or application.

After administering the medication, staff will fill the corresponding details on the form and at the end of day a member of the family will be required to sign the form.

SAFETY AT RALEIGH ST

Emergency and evacuation procedures

Raleigh St conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the day and week to ensure all children know what to do in case of an emergency. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire or lock down.

Under regulations, we are required to practice emergency and evacuation drills every three months. An emergency evacuation plan and procedure are displayed in every room and exit locations are clearly indicated.

Drop off and pick-up time

Early childhood education and care services are busy places especially during the morning drop off and afternoon pickup. We ask that parents be extremely mindful of danger when arriving and departing from Raleigh St.

- Be alert of reversing drivers in the parking bay as it is very difficult to see small children
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Please ensure children do not enter areas that are for adults/staff only
- Supervise older siblings that you have brought into Raleigh St at all times – especially note that children are not permitted to run in any of the rooms or on the hard paved areas outdoors.

Workplace Health and Safety

We are committed to providing an environment that is safe and healthy for every employee, volunteer, child, family, and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons at Raleigh St to adhere to our policies regarding Workplace Health and Safety.

Each morning, our Educators conduct daily safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

Babysitting

We do not provide babysitting services outside normal operating hours and discourage our Educators from babysitting for our currently enrolled families. Should employees undertake private babysitting arrangements with families, Raleigh St takes no responsibility for any private arrangements between staff members and the family.

We will not take responsibility for any health and safety issues, conduct, grievances, or any other claims arising out of the staff member's private arrangements outside of Raleigh St. The member of staff will not be covered by Raleigh St's insurance whilst babysitting as a private arrangement.

Out-of-hours work arrangements must not interfere with the staff member's employment at Raleigh St. All staff are bound by contract to Raleigh St's Privacy and Confidentiality Policy, where they are unable to discuss any issues regarding Raleigh St, other staff members, parents/families, or other children.

Privacy and confidentiality

We are committed to protecting the privacy and confidentiality of children, staff and families and have policies in place to ensure strict confidentiality is maintained.

We will collect and manage your personal information in the way which is consistent with the *Information Privacy Act (2000)*. You will find a comprehensive *Privacy and Confidentiality Policy* on our website. Please read the policy and acknowledge you have understood its content in the Acknowledgement form at the end of this handbook.

Complaints and grievances

Raleigh St will work to develop and implement appropriate strategies to facilitate consultative and collaborative conflict resolutions. These are the steps to follow in the event of a grievance or concern:

STEP ONE-

Speak with the relevant parties to try & resolve your grievance at a suitable place & time.

STEP TWO-

If **unresolved**, write your grievance with any suggested solutions & speak with the Director.

STEP THREE-

If **unresolved**, the Staff/Family Liaison will attend a meeting with the relevant parties & the Director.

STEP FOUR-

If **unresolved**, the concern will be taken to the CoM executive & Director. If required mediation from a third party will be provided.

Grievances are considered resolved when all persons involved agree to a solution or when the cause of the grievance has been solved or removed. Strategies agreed upon by both parties are to be put in place to help avoid further conflict. For further information regarding putting in a complaint or grievance, please see our Complaints and Grievance Policy on our website.

Late Collection of Children

A minimum of two Educators must legally remain at Raleigh St until all children are collected. Please be aware as per our Fees Policy that if you are late to collect your child (past 6pm) the two Educators must be paid overtime. To cover this, a late fee of \$15 per 15-minute block or part thereof will be charged (e.g., if you are 5 minutes late you will be charged for a 15-minute block. If you are 20 minutes late you will be charged for two 15-minute blocks, etc.).

When a family is late to pick up a child -

- you will be handed a form by the Educators that will require a signature and date. The form will state the time you have arrived to pick up your child. This form will be handed to the Director and a late collection fee will be added to your next invoice
- if families know that they are going to be late, they must notify Raleigh St. If possible, they should plan for someone else to collect their child
- if they have not arrived by 6:00pm Raleigh St will attempt to contact them via phone. If families/nominees are unable to be contacted Educators will call alternative contacts as listed on the enrolment form in Kidsxap to organise collection of the child
- If all nominated emergency contacts cannot be reached after an hour of the Centre closing, Raleigh St may need to contact Victoria Police and/or other relevant authorities
- where families are regularly late to collect children, a Late Collection of Children letter will be presented to families

- should this non-compliance continue, Raleigh St reserves the right to terminate the child's enrolment

POLICIES

Raleigh St has a suite of over 40 policies that support the ongoing management of the Centre. These policies include management, governance, operations and health and safety. Every effort is made to review these policies regularly to reflect the most up to date information. If there is a specific policy or practice related to your family's circumstances, we encourage you to reach out to the Director to discuss in more detail.

You can find our policies on our [website](#).



ATTACHMENT 1: Code of Conduct

Code of conduct for families, students, volunteers, contractors, and visitors
(please refer to Raleigh St website for full *Code of Conduct Policy*)

I commit to contributing to creating an environment at Raleigh St that:

- respects the rights of the child and values diversity
- acknowledges the vulnerability of Aboriginal children, children from a culturally and linguistically diverse background and children with a disability and has zero tolerance of discrimination
- maintains a duty of care towards all children at Raleigh St
- is committed to the safety and wellbeing of each child at Raleigh St
- is committed to the safety and wellbeing of all staff at Raleigh St
- provides a safe and secure environment for all at Raleigh St
- provides an open, welcoming environment in which everyone's contribution is valued and respected
- is committed to communicating openly and honestly
- is committed to continually learning how to be inclusive and respectful of cultural needs
- encourages families, volunteers, students, and community members to support and participate in the program and activities of Raleigh St.

Relationships with children

In my relationships with children at Raleigh St, I commit to:

- being a positive role model at all times
- encouraging children to express themselves and their opinions
- allowing children to undertake experiences that develop self-reliance and self-esteem
- maintaining a safe environment for children
- speaking to children in an encouraging and positive manner
- giving each child positive guidance and encouraging appropriate behaviour
- regarding all children equally, and with respect and dignity
- having respect for each child's cultural values
- respecting individual difference including age, physical and intellectual development, and catering for the abilities of each child at Raleigh St.

Relationships with the Committee of Management, Director, staff, and other families

In my relationships with the Committee of Management, Director, staff, other families, volunteers, and visitors I commit to:

- reading and abiding by the Code of Conduct Policy
- developing relationships based on mutual respect
- working in partnership in a courteous, respectful, and encouraging manner
- valuing the input of others

- sharing our expertise and knowledge in a considered manner
- respecting the rights of others as individuals
- giving encouraging and constructive feedback, and respecting the value of different professional approaches
- respecting the privacy of children and their families and only disclosing information to people who have a need to know as required under the Privacy and Confidentiality policy
- following the directions of staff
- treating the centre's environment with respect
- raising any concerns, including concerns about safety, as soon as possible with staff to ensure that they can be resolved efficiently
- raising any complaints or grievances in accordance with the *Complaints and Grievances Policy*.

ATTACHMENT 2: Fee information for families

How fees are set-

As part of the budget development process, the CoM sets fees each financial year for the programs of Raleigh St, taking into consideration:

- the financial viability of Raleigh St
- the level of government funding provided for the program
- the availability of other income sources, such as grants
- the fees charged by similar services in the area
- reasonable expenditure in meeting agreed program quality and standards
- reasonable expenditure on improvements and maintenance of equipment and facilities to ensure a high level of amenity and safety of Raleigh St and to ensure enrolment levels remain high

Fees are payable from the first day of enrolment, whether your child has attended or not. The start date on your application to the Centralised Wait list is taken as the first day your child will attend at Raleigh St and you will be invoiced from this date.

Statement of fees and charges-

A statement of fees and charges will be provided to families on enrolment, and whenever fees change.

Child Care Subsidy (CCS)-

CCS is an Australian Government payment that can assist eligible families with the costs of childcare at an approved or registered care provider. Raleigh St is an approved care provider with [Services Australia](#). The amount payable is set by the Australian Government. Further details are available at:

<https://www.servicesaustralia.gov.au/individuals/families> or telephone 136 150.

Bond-

This payment secures a child's place at Raleigh St and is payable on acceptance of enrolment. The bond is equivalent to two weeks of the usual fee payment for each child attending. The bond is retained for the duration of the enrolment of the child/ren and returned upon leaving Raleigh St. Families experiencing financial hardship should discuss any difficulties with the Director.

Payment of fees-

- Raleigh St uses Kidxap, a fee management system used for tracking fees, subsidies, and payments. Upon enrolment, families will have been issued with a username and password to set up their payment details and view their fees account in Kidxap
- families are expected to become familiar with this application and keep track of their fees account via this portal/app
- invoices will be sent to families to their nominated email address on a fortnightly basis and payments are debited from the account by a direct

debit arrangement between the family and a third party (QuickPay) that deducts the fees outstanding on your last invoice each fortnight

- the direct debit occurs on the Friday following your last invoice date, and families are invoiced for fees in arrears
- it is the family's responsibility to inform Raleigh St if invoices are not being received, or the nominated email address has changed
- fees are payable by direct debit only
- the nominated account holder is responsible for ensuring that sufficient funds are available in the account to cover each fortnight's payment
- an \$8.50 dishonour fee is charged by QuickPay if the direct debit fails due to insufficient funds
- in addition to a failed payment fee, **there are fees if you nominate a credit card facility to pay fees- 1.8% of the payment amount for Visa or Mastercard, and 3.6% for Amex or Diners Club cards.** direct debit from a savings account does not incur fees

Families having trouble paying fees are requested to contact the Director to arrange a suitable alternative payment plan. The Privacy and Confidentiality Policy of Raleigh St will be always complied with in relation to a family's financial/personal circumstances.

Unpaid fees-

If fees are not paid by the due date, the following steps will be taken:

- an initial reminder letter will be sent to families with a specified payment date and will include information on a range of support options available for the family
- where payment is still not received, families will be invited to attend a meeting to discuss the range of support options available and establish a payment plan
- should the family fail to respond to the meeting request or make payment, the Director will notify the Committee of Management accordingly.
- if no payment has been made, a second and final letter will be issued notifying families that the child's place at the Raleigh St may be withdrawn unless payment is made, or a payment plan is entered into within a specified period of time. This letter will also include information on a range of support options available for the family
- the Committee of Management will continue to offer support and will reserve the right to employ the services of a debt collector
- if a decision is made to withdraw the child's place, families will be provided with 14 days' notice in writing

Refund of fees-

Fees are non-refundable (exceptional circumstances may apply – these are at the discretion of the Committee of Management). There will be no refund of fees in the following circumstances:

- a child's short-term illness
- public holidays

- family holiday during operational times
- closure of Raleigh St for one or more days when a qualified Educator is absent, and a qualified reliever is not available
- closure of Raleigh St due to extreme and unavoidable circumstances

In addition, there will be no refund where a family chooses not to send their child to the program for the maximum number of hours for which they are enrolled.

Fees are not charged when the centre is closed for a professional development day (1 day a year) nor for the setup and pack down days that occur at the beginning and end of each year (2 days a year).

Notification of fee changes during the financial year-

Fees are reviewed at the beginning of each financial year in line with wages increases. Any fee increases at any other times of the year are only ever considered in exceptional circumstances e.g., if attendance rates fall below the budget 'break even' point.

Parents/guardians will be notified 14 days in advance of any required fee increase and will be offered the option to request a payment plan.

ATTACHMENT 3: Statement of Fees and Charges

Fee schedule 2020/21

Covering period 1 July 2020 to 30 June 2021
Hours: 10.5 hours per day

| | |
|-------------------------------|----------|
| Daily Fee | \$133.00 |
| Weekly Fee (attending 5 days) | \$655.00 |

- an \$8.50 dishonour fee is charged by QuickPay if the direct debit fails due to insufficient funds
- in addition to a failed payment fee, **there are fees if you nominate a credit card facility to pay fees- 1.8% of the payment amount for Visa or Mastercard, and 3.6% for Amex or Diners Club cards.** Direct debit from a savings account does not incur fees

The following late fees apply from 6pm-

A late collection fee of \$15 per 15-minute block or part thereof will be charged (e.g., if you are 5 minutes late you will be charged for a 15-minute block. If you are 20 minutes late you will be charged for two 15-minute blocks, etc.)

Other charges

Other charges levied by Raleigh St are included on the Statement of Fees and Charges. These include:

- **Bond:** This payment secures a child's place at Raleigh St and is payable on acceptance of enrolment. The bond is equivalent to two weeks of the usual fee payment for each child attending. The bond is retained for the duration of the enrolment of the child(ren) and returned upon leaving Raleigh St. Families experiencing financial hardship should discuss any difficulties with the Director.
- **Excursion/service event charge:** This additional charge is required to cover the cost of excursions or special events that occur throughout the year in response to emerging children's program needs and interests. Affordability and relevance to the children's interests and Raleigh St program will be taken into consideration before a decision is made that will require families to pay this additional charge (refer to Excursions and Service Events Policy). Events that are planned ahead are included as an expenditure item in Raleigh St's budget and do not incur this additional charge.
- **Late Pick-up fee:** a late fee of \$15 per 15-minute block or part thereof will be charged for picking up children after 6pm (e.g., if you are 5 minutes late you will be charged for a 15-minute block. If you are 20 minutes late you will be charged for two 15-minute blocks, etc.)

ATTACHMENT 4: Fee Payment Agreement 2021/22

Please complete this form and return to Raleigh St Community Children's Centre

- I/we acknowledge that I/we have received and read Raleigh St's 'Statement of Fees and Charges' and 'Fee information for families', which outline the current fees and charges and the procedure for paying them.
- I/we agree to pay the bond fee of two weeks of the usual unsubsidised fees for my child(ren) in advance to secure a place for my child/ren
- I/we understand that fees are non-refundable
- I/we acknowledge that if fees are not paid two weeks in advance, the Director and Committee of Management will implement the Unpaid Fees Procedure, as outlined in the Fees Policy, which could result in the withdrawal of my/our child's place at Raleigh St
- I/we agree that if my/our financial circumstances change and I/we am/are unable to pay as agreed, I/we will immediately notify the Director to discuss alternative payment options
- I/we agree that if we no longer require a place for my/our child/children, we will provide 4 weeks' notice and will continue to pay fees for this notice period, regardless of whether my/our child/children attend(s) or not
- If I/we withdraw our child(ren) attending the 4-year-old kindergarten program from Raleigh St after the start of term 4, we agree to pay fees to the end of the calendar year

Child's full name: _____

Parent's/guardian's full name: _____

Signature (parent/guardian): _____

Date: _____

ATTACHMENT 5: Consent Form to conduct Headlice Inspections

Permission to cover the duration of the child's time at Raleigh Street Community Children's Centre.

The management of head lice infections works best when all children are involved in our screening process when a case is identified.

Raleigh St is aware that this can be a sensitive issue and is committed to maintaining confidentiality.

Before any inspections are conducted the staff or Educator conducting the inspection will explain to the child what is being done and why. It will be emphasised to the child (if necessary) that the presence of head lice in their hair does not mean that their hair is less clean than anyone else's. It will also be pointed out that head lice can be itchy and annoying and if you know you have got them, you can do something about it.

The Educator or staff member conducting the inspection will check through each child's hair to see if any lice or eggs are present.

Educators may also visually check your child's hair for the presence of head lice, when it is suspected that head lice may be present. They do not physically touch the child's head during a visual check.

In cases where head lice are found, the staff member or Educator inspecting the child will inform the Director. Raleigh St will make appropriate contact with the family.

Please note that health regulations require that where a child has head lice, that child should not return to care until appropriate treatment has commenced.

Child's full name: _____

Parent's/guardian's full name: _____

Signature (parent/guardian): _____

Date: _____

*Please inform the Director **in writing if you do not** wish to provide consent for Raleigh St to undertake head lice inspections for your child.

ATTACHMENT 6: Parent Participation Program

Each family is required to contribute a predetermined number of participation hours to the centre each year. This may be completed through a combination of:

- Completion of tasks advertised via email or on the notice board in the foyer of the centre
- Attendance at one or more working bees
- Undertaking tasks as assigned by the Director or the Committee of Management
- Membership of the Management Committee

The participation of parents/guardians is encouraged by Raleigh St Community Children's Centre and can help to keep costs more affordable. Each family is required to contribute **a minimum of 9 hours of time to the Centre during the year.**

We recognise that not all families are able to assist at the service. A participation payment has been introduced by the service and replaces voluntary labour with a payment where that is a family's preference. The annual participation payment is \$180 per family.

If a family does not meet the hourly participation requirements for the year, they must make the full payment to keep their child(ren)'s place(s) at the centre. This payment will be due at the start of December each year. The parent participation payment is not intended to be a barrier, and families experiencing difficulties should discuss this with Raleigh St Community Children's Centre.

Families using the Centre for less than a year will be required to contribute on a pro rata basis. For example, if you are at the Centre from May to December, your participation rate will be 8/12^{ths} of the full rate, to cover the eight months of the year where your family uses the Centre.

Participation payments shall be used to pay for services that would otherwise have been conducted by parent participation, e.g., maintenance, gardening, repairs to books and toys.

Every effort will be made to encourage parent participation and to assist families to avoid having to make a participation payment if that is their preferred form of contribution to the program. Parents are encouraged to contact the Director if they feel they will have a problem meeting the required participation level and/or participation payment.

Examples of Tasks and Hours

The following table provides some examples of the participation tasks which may be able to be undertaken as part of the Parent Participation Program. The "Suggested Hours Credit" in the table is a suggestion only and would need to be confirmed with the Director before undertaking the task. Note that tasks can be added or changed at any time during the year.

| Task Suggested | Suggested Hours Credit |
|--|---|
| Member of Committee of Management and attending at least 6 Committee Meetings | 9 hours |
| Member of a Sub-Committee | Hours will be determined depending on tasks worked on and time taken. |
| Attendance at a working bee | 3 hours |
| Helping at a fundraising activity (e.g. Sausage Sizzle). | Hours will be determined depending on tasks worked on and time taken. |
| Sweeping Driveway and outside entrance weekly for 1 month | 1 hour |
| Planning and executing an activity in the children's program (e.g., cooking, music, craft) | 1-3 hours depending on time and activity |
| Covering books | Depending on amount and time taken |
| Repair/Cleaning of toys/ books/sewing | Depending on amount and time taken |
| Updating a Centre Policy or writing a new Centre Policy or proof reading | 2-12 hours depending on complexity and time taken |

ATTACHMENT 7: Parent Participation Skill Form

Please return this form with your enrolment documents.

I have read and understand the parent participation requirements for Raleigh Street Child Care Centre for 2021.

Guardian 1 Full Name: _____

Guardian 2 Full Name: _____

Signed: _____ Date: _____

Please list any skills you have that might help you fulfil your parent participation (both professional and nonprofessional) e.g.: teaching languages, websites, music, dancing, IT, handyman, design, sewing, painting, gardening, sourcing supplies, writing, HR, event organising, legal, Policy writing, catering, administration etc.

Guardian 1

Guardian 2

Are you happy to hear from us if these skills are required in the centre? YES / NO

ACKNOWLEDGEMENT FORM

By signing this form, you acknowledge that:

- you have read, understood, and will adhere to our Family Handbook
- you have read and understood Raleigh St's Code of Conduct
- you have read and understood our Privacy and Confidentiality Policy
- you have read and understood our Fees Policy and have signed and returned the attached agreement
- your child's enrolment form on Kidxap has been completed correctly and with **all** sections filled

I _____ acknowledge having received a copy, read, and understood the Family Handbook and Policies of Raleigh St and I agree to abide by these requirements.

| | | | |
|------------------|--|-------------|--|
| Signature | | Date | |
|------------------|--|-------------|--|