



White Rabbit Child Care

PARENT HANDBOOK

Revised April 2016

White Rabbit Child Care Philosophy

White Rabbit Child Care Centre aims to provide a warm and caring environment in which children are encouraged to interact with and respect other children and adults around them.

We believe in treating each family on an individual basis. Every family has different needs and circumstances and our management acknowledges and respects these needs. Each family is treated with empathy, equality and respect no matter what their cultural background and or financial status.

We follow the Early Years Learning Framework and ensure that all children are provided with a nurturing environment where they have the opportunity to develop, learn and participate. Children are given the opportunity to learn as individuals as well as being provided the opportunity to succeed and develop within a group. A flexible child led program where play based learning is encouraged supports this sustainable practice within our environment are embedded in our daily explorations as modelled by educators to the children.

As committed educators we ensure that all children are treated without bias and we seek to build secure, respectful and reciprocal relationships with the children in our care and work in partnerships with families to ensure that both educators and families are working collaboratively. We will achieve this by following the specific practice and principle guidelines set out by each individual classroom.

Our Centre will be a place where all children, parents, guardians, educators and staff feel comfortable and welcome.

Our Centre encourages and welcomes parental and guardian input, suggestions and participation.

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Welcome To Our Centre

White Rabbit Child Care Centre (White Rabbit) is family owned and operated. At White Rabbit we strive to meet the needs of families in our community. We welcome all families to our services and aim to provide an environment that is an extension of their homes. We believe parents are children's first and most important educators and that working in partnership with families is crucial. We hope you find your child's and family's time at White Rabbit to be a happy and rewarding experience.

We have an OPEN DOORS policy along with an approach which supports open, honest and considerate communication.

We have long term educators who are committed to building warm, respectful, responsive relationships with the children, building upon the diverse cultural backgrounds of each child whilst promoting each child's sense of identity. We are committed to equality and believe in all children's capabilities to succeed. We offer children the freedom to explore and discover through play based learning whilst providing programs that aim to enrich their learning through planned experiences and programs. Our staff members are experienced Early Childhood Professionals and they regard their role in your children's lives as valuable and as an additional support for both your child and your family. The staff will welcome your contributions of ideas, time, resources and family experience so that they can work collaboratively as with your family for the benefit of your child.

White Rabbit is a privately run childcare service that opened in February 1995 with highly experienced and qualified educators. We are licensed by the Department of Education and Community Services and the children who attend our service are in the age range of 6 weeks to 5 years. Our hours of operation are from 7:30am to 6:00pm.

Our service is led by our Centre Director who is supported by management and our educator team consists of: Early Childhood Teachers; Diploma in Childrens Services; Registered Nurse and Lactation Consultant, Child and Family Health Nurse; Certificate 3 and Trainees. Our educators are qualified in First Aid, Asthma and Anaphylaxis and at all times an educator with these qualifications is working.

Age Groupings:

White Rabbit caters for children aged from 6 weeks to school age, consisting of age groupings:

- 6 weeks- 2 years known as our Wombats
- 2-3 years known as our Koalas
- 3-5 years known as our Kangaroos

Our service is open 51 weeks of the year, with closures on gazetted NSW public holidays and closed over the Christmas and New Year period.

White Rabbit Child has a Policy and Procedures Manual that incorporates the requirements of the Regulations and guidelines set down by the Australian Children's Education and Care Quality Authority (ACECQA), the National Quality Framework (NQF) and the Department of Education and Community Services (DECs). Our policies and procedures guide our day to day practices and operation of our services.

Our policies and procedures are continually being reviewed based on our family's needs and reflective of any new industry changes based upon knowledge and research. Please be advised that due to this, our policies, procedures and handbooks are subject to change at any time. We encourage family feedback on all of our policies and procedures.

We welcome your family to our centre, and we thank you for taking the time to read this handbook. In this handbook, you will find all information regarding our service, which we think is important for all parents to know. We endeavour to keep all information up to date and relevant to our families. We hope that your time at our centre is a wonderful and educational experience.

Should you require translation of this handbook or have any questions in regards to the centre's organisation, please do not hesitate to ask our friendly educators.

Family Information

White Rabbit encourages an Open Door Policy, where parents and family are welcome at the centre ANYTIME. Parent participation sends strong messages to your child that you support them and are part of their childcare environment. There are many levels of parent participation, and we appreciate that time is of premium for all parents, but, we are willing to accommodate any form of involvement you may desire to assist you and your child, and which will ultimately benefits the whole centre.

We sincerely wish for you and your child to feel welcomed at our centre. Please be aware that an important three-way relationship between parents, caregivers and children is vital for an early childhood setting to ensure our program reflects all those involved.

Parent involvement in the centre can be accommodated to meet your availability and commitments in such ways as:

- Participation in excursions/incursions,
- Assist in fundraising and preschool fun days,
- Attend special events and functions of the centre,
- Volunteer time to share special talents and interests,
- Suggestions/feedback for programming, staff and overall centre , and
- Commitment to parent/teacher committees.

Enrolling Your Child at White Rabbit

How to Enrol

Before enrolling at White Rabbit, we recommend a centre tour with our Centre Director. Feel free to contact our centre directly at any time to arrange a visit. Appointment times are encouraged but we understand that at times this maybe difficult.

Our Centre Director is able to indicate during your visit the available days of care that we currently have at White Rabbit. If we do not have a position for the day/s you require, you will be placed on our waiting list and we will contact you when a position becomes available. Once you have been offered a position, families are encouraged to visit the centre to collect all relevant documentation, or if needed we can email or post documents.

White Rabbit Childcare follows the Commonwealth Childcare Priority of Access regulations in accepting children.

Once documentation is completed, we do require that families visit the centre to return all documents. A non-refundable booking fee of \$150 per child is required to confirm your child's enrolment.

All required documentation including copies of Birth Certificate and current Immunisation records need to be returned at least ONE DAY prior to your child commencing at White Rabbit Childcare.

Orientation

Orientation visits are encouraged so that you and your child can spend time meeting the educators and children in your child's room.

Orientation visits differ for each child and family, depending upon their individual needs as some children may require just one visit or multiple visits.

Before your child's start date, we offer families an orientation visit for you and your child to attend between 9.30am and 11.00am. This is so your child feels comfortable with their room educators and peers when they begin at White Rabbit. Please arrange a time with our Director for this orientation visit.

At this time, the daily timetable and program will be discussed, as well as routines and any special requirements for the child that may need to be accommodated. Parent/s will also be encouraged to send any special comfort items (teddy etc) to help the child in the initial settling in period. Parents will also be invited to ring and check on their child at any time if there are any concerns.

Part of this orientation visit is also to explain/collect the required documentation for the child (enrolment form, birth certificate, immunisation record and Medicare number etc). Our Director will also explain methods of fee payment and communication (newsletters, pockets, communication box etc), what the child will need, the importance of labeling personal items and also show the parent library where they can access White Rabbit Childcare's policies and other resources.

Families are asked to complete our Orientation Checklist with our Director to ensure that all aspects are covered.

First Day Of Care

During your child's first day, families are encouraged to call the centre. At all times, families are encouraged to call or visit the centre.

Educators will always do their best to ensure that the transition into care is as quick and smooth as possible. Please be assured that all children settle into the centre routine in their own time.

When it comes to saying good-bye, your child may become upset. Please say good-bye and tell them you will be back for them later and leave quickly.

Please be assured that all children at some time of being in care will display a negative reaction towards coming to childcare-these reactions can be due to many different reasons such as-starting care; late to bed at night; waking up extra early; birth of a sibling; a death in the family; change of educator in their room.

We encourage all families to maintain an open communication with your child's educators and your Centre Manager so that we can assist you to the best of our abilities or to provide you with additional support or resources from external agencies if required.

At all times, we aim to work hand in hand with our families and children.

General Routine Information

What To Bring

- A backpack or similar bag with your child's name clearly marked on it
- Two sets of seasonally appropriate clothes. Please ensure these are CLEARLY LABELED WITH YOUR CHILD'S NAME.
- Please note nappies are supplied by White Rabbit.

What to Wear For A Busy Day At White Rabbit

White Rabbit recommend that you send your child in play clothes as this allows for your child to be able to play happily, freely and to enjoy the activities, especially as sometimes we can get dirty and messy when having lots of fun.

Play clothes need to be simple in design, so as to encourage independence in toileting and dressing. Please avoid sending your child in clothes with drawstrings eg hoodies, as these can present as potential hazards and no super hero clothing. If at any time your child requires a change of clothes due to illness or toileting please collect your child's clothing from the soiled clothing box located in your child's room bathroom.

Please ensure that the clothing your child wears offer sun protection- all shoulders must be covered. **NO SINGLET STYLE TOPS OR DRESSES.** Children are provided with a sun hat to wear each day and sun cream **MUST** be applied before you leave the centre. Educators reapply sunscreen during the day.

Please ensure your child's shoes offer protection for their feet. Shoes with Velcro are great to encourage children in the self-help skills of dressing themselves. Please do not send your child in thongs or Croc style shoes, as these are slippery and often dangerous when climbing.

Children's Belongings

Please ensure that all clothes, shoes, toys, comforters, bottles, blankets, back-packs, etc, are clearly and permanently labeled. It's best not to bring items of value or special toys to White Rabbit as these can be lost or broken. Educators do their best to ensure that possessions brought into the centre are treated with care and respect, but this is not always possible.

Our foyer has a Lost Property box where we leave unlabeled clothes, toys etc. It would be appreciated if parents could check this regularly as the amounts build up. This box is cleared out at

the end of each month and the items are given to the local Charity box eg, St Vincent de Paul, The Smith Family

Sun Protection

White Rabbit Childcare have a Sun Protection policy that requires all children and educators to wear a hat and sunscreen when outdoors. As part of your enrolment each child receives a White Rabbit Childcare hat to wear. The hats are labeled to ensure no sharing of hats occurs. Our hats have UV sun protection and a full flap to protect your child's neck and ears. For health reasons, we will not supply spare hats, and a no hat no play policy will be enforced, and the children will miss out on the fun activities outside if they have no hat packed. Sunscreen is applied to the children three times a day and each time they are outdoors.

It is necessary for you to apply sunscreen to all exposed areas of your child's skin before, or on arrival, to White Rabbit. We have 30 plus sunscreen in our foyers and within each room and outdoor areas. If your child is allergic or sensitive to sunscreen please provide the sunscreen you wish to have applied to your child/ren. Educators will re-apply sunscreen throughout the day. A hat is compulsory even on cloudy days as the risk of damage is still present.

Public Holidays and Family Holidays

White Rabbit Childcare are open 51 weeks a year and close for gazetted Public Holidays for NSW and a short period between Christmas and New Year. During each year we will be closed on the following holidays:

- New Years Day
- Australia Day
- Good Friday
- Easter Monday
- Anzac Day
- Queens Birthday
- Labour Day
- Christmas Day
- Boxing Day

White Rabbit Childcare will remain open for industry related specific public holidays in NSW- eg Bank Holiday. When a child is away on family holidays, fees are still payable to ensure your child's position is available upon return.

Arrival and Departures

The daily sign in sheets are located in the front foyer of our centre. Children MUST be signed IN and OUT with both arrival and departure times, and contact must be made with an educator prior to leaving the child and upon collection.

It is essential that your child arrives prior to 8.30am to ensure that each child receives the best from our program. When children arrive late, it disrupts the running of the day and can unsettle children. We understand that at times you may have an appointment regarding your child so arrival time will be later than 9.30am. If possible, please let our Director or Educators know prior to the day if your child will be late.

We ask for your cooperation in dropping off and collecting children within our operating hours.

If at any time you have an emergency and will be late, please contact the centre with as much notice as possible. If you are unable to collect your child, please contact an authorised person on your child's enrolment form. If we cannot contact a parent, we will contact all authorised people on the enrolment form.

If no call or contact is received or made 30 mins after closure, the DEC's rule is to deliver the child to the nearest police station. The centre is obliged by law to follow the rules.

Please be advised that:

- Our license conditions state that all children must be off the premises by 6pm unless there is an emergency.
- We will contact the Police or DEC's if no contact can be made with a parent or emergency contact
- If there are continual late collections this could lead to the cancelling of your child's position.

A late fee is charged at \$10 a minute your child is left at the centre after closing. The late fee is not subject to CCB and will be added to your next fee statement. The late fee goes directly to the two educators who have waited with your child.

Collection of Children

If the child is to be picked up by someone other than their parent, this person must be named on the enrolment form as having authorisation. Alternatively, a note signed by a parent nominating a person to collect your child on a particular day must be given to our Director or Certified Supervisor in the

morning. These authority notes can be found in our foyer. Photo identification will be requested from the nominated persons. Parents are required to inform our Director when the following occurs:

- Address or contact details should change,
- Emergency contact numbers change,
- Custody / access arrangement change, or
- If your child is sick or is going on holidays.

Children will not be released to any persons under the age of 18 years, to any adult that does not have authority to collect, or to another child regardless if they are a sibling.

Centre Car Park

Please park in the turning circle for drop off and pickups, or if unavailable, please utilise street parking. Please be aware that the same rules apply in our car parks, just like any other car park. Never leave any children or child siblings in the car unattended, look carefully when parking or reversing, and always hold your child's hand when entering and exiting. Please be aware of the manner and length of time your vehicle is left outside for the courtesy of others needing to drop off and collect their children.

What to Do If Your Child Will Be Absent From Care

It is appreciated that all families contact the centre prior to 9.00am if their child will be absent from care.

Fees are to be paid weekly regardless of public holidays, personal holidays or child's absence in order to retain your child's weekly position. White Rabbit Childcare do not provide make up days.

When you return to the centre after being absent it is a legal requirement that you write absent and sign to confirm your absenteeism. If your child is away due to illness it is part of our policies that a medical certificate and clearance is given to our Director upon returning to the centre.

Child Care Benefit is paid for each child for up to 42 absences per financial year from all approved child care services (not from each service) except occasional-care. These absence days can be taken for any reason, with no evidence required. Once your allowable absences are used it is essential that a medical certificate is given to our Centre Director.

Child Care Benefit, Child Care Rebate, and JET Child Care Fee Assistance are not payable for absences if your child uses more than their 42 absence days for the financial year and does not meet the conditions for additional absences.

Meals

There is now clear evidence that childhood nutrition has a lasting effect on many aspects of health. Children need fresh nutritional food and well balanced meals. This is provided by White Rabbit Childcare each day. All meals are appetizing and nutritious, and include ingredients from the five food groups, as well as complying with recommended dietary requirements. All our meals take into account the cultural backgrounds and special dietary needs of all the children attending our centre. White Rabbit Childcare is NUT FREE AT ALL TIMES. Formulas of your choice will be provided at the centre. A program of introducing solid foods will be developed in consultation with parent.

We have a trained cook who prepares fresh hot and cold meals throughout the day. Our menu is on rotating cycle using seasonal ingredients. These menus are evaluated frequently by our cook, educators and parents to ensure that all meals provided are appropriate and enjoyed by the children.

Healthy snacks are provided and refreshments are readily available to children throughout the day. We provide the following meals:

7.30am - 8.30am: Breakfast/Morning tea

10.00am- Morning snack

11.30am - 12.00pm: Lunch

2.30pm: Afternoon Tea

5.00pm: Late Afternoon Tea

Physical Activity Program

White Rabbit Childcare believe it is necessary and important to encourage children to be active throughout their day with us. Establishing healthy eating and activity habits from an early age gives children the best chance of leading a healthy life and maintaining a healthy weight. We offer physical activities each day that are based upon the Munch and Move program. Munch and Move activities focus on the development of basic Fundamental Movement Skills for the children. The children are offered activities that include: learning the basics for running, hopping, skipping and jumping combined with fun aerobic style games, coordination activities, ball games and team games.

Celebrations

White Rabbit Childcare enjoys and encourages celebrations and any special events, which are important to your family, and would be more than happy to share in this occasion. Please talk to our Director or Educators if you would like to celebrate any special occasions at White Rabbit.

If you wish to bring in a cake for your child, please provide plain CAKES or CUPCAKES ONLY and ensure that you provide a complete list of ingredients used in the cakes to ensure children with allergies are protected.

Medicine at The Centre

If your child needs to be given medicine whilst at White Rabbit, you are required to sign and complete a Medication Form. The medicine must be stored in the appropriate bottle with the child's name and dosage. All medicines must be handed directly to an educator with completed form so the medication can be stored appropriately in the kitchen. PLEASE DO NOT LEAVE MEDICINE IN YOUR CHILD'S BAG. If this form is not completed and signed or the medication is not labeled with a pharmacy dispensing label with the child's name on it, we CANNOT administer the medication.

Toileting and Nappy Change

Nappies are provided by White Rabbit, and at no additional charge to parents. For any nappy creams please ensure that a Pharmacy dispensing label with your child's name is applied to any items you wish to be applied to your child.

For children who are not toilet trained we will happily help children and parents with toilet training once the parent/child is ready to commence, ensuring constant and clear communication with parents, allowing our educators to train children the same way they are being toilet trained at home.

Security At The Centre

At White Rabbit Childcare our front door is opened into the main foyer. The two front doors into the playrooms remain locked from the foyer to prevent any persons entering. Please use the foyer doorbell to gain access and either the Director or an educator will greet you at the door.

Smoke Free Environment

White Rabbit Childcare has a strict non-smoking policy that covers all areas of the centre- including car park areas and pathways.

Parents are asked to respect our non-smoking policy as our educators required too.

Changing Your Child's Attendance or Terminating Care

In case of changing, reducing, or increasing days at our centre, please notify Director with 4 weeks notice is required.

In regards to increasing your child's day, this will be subject to availability of positions. Please complete a form and hand to our Director. You will be provided with any available positions, commencement date and/ or add your child to the waiting list for the required days.

For decreasing of attendance days, we require a minimum of 4 weeks notice for those days that you no longer require.

To change your child's day of attendance, please understand that your preference of days will be subject to any positions being available.

Should you wish to withdraw your child from White Rabbit, please ensure that you provide 4 weeks written notice to our Director. If your child is leaving, it will be appreciated that we are given an exact date so that we can ensure that all your child's portfolio and belongings are ready for their day of care.

Illnesses and Medication

White Rabbit Childcare cannot provide care for a child suffering from a contagious illness or high temperature (above 38 degrees). We are sure that you will agree that an illness or infectious disease is very serious where so many children are in constant contact with each other. It is extremely difficult for educators to provide the appropriate care for children who are ill.

Therefore we request that children who are sick not to be brought into the centre.

Your child MUST be kept at home if they have a contagious or infectious condition. White Rabbit Childcare reserves the right to exclude all children who are infectious with a contagious condition.

Parents/Guardians must have written clearance from a doctor before they can return to the centre. Any vomiting/diarrhoea or high temperature must be cleared for at least 24 hours to prevent passing on any infection to other children and educators. A high temperature is a fever over 38 degrees in a child less than 3 months of age and 38.5 degrees in all older children.

White Rabbit Childcare will take into consideration individual children and their behaviour and symptoms in relation to presenting with a fever.

Illness Whilst in Care

If we feel your child is in need of medical attention or would benefit being at home, we will contact you to inform you of your child's condition. If we feel that medication needs to be administered

(apart from the medication/s authorised on the enrolment form) we will contact you to discuss your unwell child and seek permission to do so. At times if we believe that your child is too unwell (eg a fever above 38 or 38.5 degrees depending upon age) to remain at the centre, we will call you and ask that a parent or an authorised adult to collect your child as soon as possible.

Our educators are not qualified to diagnose your child's condition, they can only voice their concern and suggest what the problem is, using their knowledge and experience from working with children. A clearance letter from your child's doctor may be required if we have any doubt of your child's suitability to return to the centre.

Please read the White Rabbit Childcare policy regarding Sickness and Exclusion. Fees are still payable whilst your child is absent from the service from the centre due to illness or parent choice. For additional information please read the section "Fees Policies and Procedures."

Serious Illness

White Rabbit Childcare adheres to policies and procedures set down by ACECQA and NSW Department of Health and as such some illnesses are reportable to the NSW Department of Health eg Whooping cough; if your child has suffered from a serious illness we follow Exclusion Guidelines that we must adhere to and ask that you respect these guidelines too when we ask that you obtain a medical clearance from a GP to confirm that your child is no longer contagious.

For children who have had surgery or an ongoing serious illness eg Cancer it is essential that we receive a medical clearance letter from the GP.

Administering Medicine at The Centre

If your child needs to be given medicine whilst at White Rabbit, you are required to sign and complete a Medication Form. The medicine must be stored in the ORIGINAL bottle with the CHILD'S NAME and DOSAGE INSTRUCTIONS (amount and frequency) and a CURRENT USE BY DATE. All medicines must be handed directly to an educator with completed form so the medication can be stored appropriately in the kitchen. PLEASE DO NOT LEAVE MEDICINE IN YOUR CHILD'S BAG.

If a medication form is not completed and signed or the medication is not labeled with a pharmacy dispensing label with the correct details, we cannot administer the medication. we must follow the directions on the label.

Long Term Medications and Allergies

Families are required to provide notification regarding allergies and /or Asthma on the Enrolment Form and are responsible for updating White Rabbit Childcare on any new medication, ceasing of medication, or any changes to their child's prescription. Parents will be required to provide White Rabbit Childcare with a copy of their child's Medical Management Plan (eg Asthma Plan) prior to commencing at White Rabbit. We will take all reasonable precautions to ensure that your child is not exposed to allergens.

Parents will be asked on an annual basis to provide us with a revised and updated Medical Management Plan from their child's doctor/s. Parents will be forwarded an email requesting this information to be returned promptly to White Rabbit. A copy of each child's Medical Management Plan will be kept in their records and in their rooms as well as in the kitchen.

Families are required to complete a Long Term Medication Authority form and/ or Administering Asthma Medication forms. These forms are all available from our Director or room educators.

All families enrolled at White Rabbit Childcare will receive a copy of the Medical Conditions Policy- please find attached at the end of handbook. No child enrolled who has been prescribed an adrenaline auto- injection device, insulin injection device or asthma inhaler is permitted to attend White Rabbit Childcare or its programs without the device and their medical management plan provided to us.

Immunisations

Upon enrolling at White Rabbit Childcare we require a copy of your child's current Immunisation History. This is a requirement by DEEWR to ensure that your CCB/CCR fee subsidies are maintained. For families who have elected to not immunise their child, please note that we require a completed copy of the Medicare Immunisation exemption form for either medical contraindication or conscientious objection to be kept in your child's file.

Based upon the direction of the NSW Ministry of Health, all children who aren't immunised or a child who does not have a copy provided of their current immunisation status against a "present or suspected disease" occurring in the centre will be excluded from White Rabbit Childcare for the duration of the outbreak.

Please be aware that White Rabbit Childcare must notify all families and the NSW Ministry of Health when there is case of vaccine preventable disease or a suspect case of a vaccine preventable disease occurring at our centre.

Fee Policies and Procedures

Information for Fee Assistance for Families

The government offers a number of different fee assistance methods for families to help cover the cost of childcare. These include:

- CCB- Child Care Benefit
- CCR- Child Care Rebate
- JET-JET Jobs Education And Training Scheme
- SCCB- Special Child Care Benefit

Child Care Benefit (Ccb)

White Rabbit Childcare are registered as a Provider of “Approved Care” under the Child Care Management System (CCMS). Families will need to contact the Family Assistance Office (www.humanservices.gov.au or PH 13 61 50) to have their eligibility for Child Care Benefit assessed. To be eligible for Child Care Benefit you need to meet all of the following:

- use approved or registered child care
- you are responsible for paying the child care fees for your child
- your child is immunised (or on an immunisation catch-up schedule) or is exempt from the immunisation requirements
- meet the residency requirements

In order for you to receive reduced weekly fees via your CCB subsidy, you need to provide us with both a parent and your child’s Customer Reference Number (CRN)s and the parent and child’s Date of Birth (DOB). If these details are available, we will complete the child’s formal enrolment. Should a family still need to access this information, we will complete an informal enrolment until these details are finalised.

Child Care Benefit rates are adjusted on 1 July each year, in line with the Consumer Price Index changes to the cost of living. This means that the rates are different for each new financial year.

Child Care Benefit is either paid to the service provider who cares for your child, or paid to you directly. At the end of each financial year, your Child Care Benefit is balanced against your actual annual family income when you and your partner lodge your tax returns.

The amount of Child Care Benefit you received throughout the year will be checked against the amount you should have received. This review can identify whether a top-up payment is required, no adjustment is needed or an overpayment has been made.

If you use approved child care, you can claim Child Care Benefit of:

- up to 24 hours per child per week, available to all eligible families, or
- up to 50 hours per child per week if:
 - you or your partner (if applicable) are a grandparent with primary care of a grandchild (in child care),
 - you (and your partner) are working, looking for work, training, or studying for at least 15 hours per week (or 30 hours per fortnight), or
 - you (and your partner) have an exemption from that requirement

Sometimes, more than 50 hours per week is available to families in certain circumstances who need extra assistance.

Child Care Benefit for registered child care is paid directly to you as a lump sum when you lodge a claim and provide your child care receipts.

Child Care Benefit and Child Care Rebate cannot be claimed through the tax system.

There are two ways to claim CCB- either as a Fee Reduction or as a Lump Sum payment.

- Fee Reduction: Families can choose to claim Child Care Benefit as a weekly fee reduction and it will be paid directly to White Rabbit Childcare as we are an approved child care service provider. Your Child Care Benefit is based on your estimate of your actual annual family income for the financial year.

The amount will be deducted from the amount of your child care fees by White Rabbit. Families will have to pay any 'gap' in outstanding fees. Families must claim Child Care Benefit as a fee reduction if you want to receive your Child Care Rebate as a fortnightly payment (in many cases weekly), or as a quarterly payment, even if you are assessed at a zero rate of Child Care Benefit.

- Lump Sum: Families can claim Child Care Benefit as a lump sum. If you choose to claim a lump sum payment, you will pay full child care fees to White Rabbit Childcare during the year, and after the end of the financial year, you can lodge a claim for the Child Care Benefit as a lump sum.

You have two years to lodge your claim for the financial year for which you are claiming. Any Child Care Rebate will also be paid as a lump sum at that time. The two years is measured in financial years, not calendar years.

Child Care Rebate (Ccr)

If your Assessed Family Income is too high to receive the CCB subsidy, you may be eligible for the Government's 50% Child Care Tax Rebate (CCTR) if you and your partner meet the CCTR's work/study/training requirement. To be eligible for the CCTR, you must first be assessed by the FAO for CCB eligibility and then provide us with your CRN and DOB and your child's CRN and DOB. For more details please contact the Family Assistance Office (www.humanservices.gov.au or PH 13 61 50).

It is the responsibility of families to fill out the necessary forms with Human Services and to update their assessment every 12 months, or when there are any changes to the family income. If you do not obtain a Child Care Benefit Assessment, full fees will be charged.

Please find attached several quick reference sheets regarding Child Care Assistance payments available and Child Care Absences.

Centre Fees

Our current daily fees are -0-2 years \$160 and 2-5 years \$147.

Our preferred method of fee payment is via Direct Debit, cheque or cash. Fee statements are issued at the beginning of each month for the month and any additional days of care will be billed in the next month's statement.

Dishonoured Payments

If a payment is dishonoured, a \$15 fee is charged to your account and you will be contacted to organise payment immediately. Outstanding accounts will be **charged an additional \$10 per week** until outstanding fees are paid in full to the centre. Default in payment of fees when they are due will result in the loss of our child's position immediately.

Booking Fee

White Rabbit Childcare has a booking fee of \$150 per child. This fee is non-refundable when your child's position is terminated so long as all fees are paid in complete. White Rabbit Childcare reserves the right to withhold the bond to cover any outstanding fees when your child leaves our centre.

Overdue Fees

An account is “overdue” when it is not maintained at 2 weeks in arrears. As with any business, the centre’s expenses such as wages and supplies need to be paid in a prompt and routine fashion. Families can make appointments to speak with the Approved Provider or Director regarding payments if there is a need to do so.

In the event that accounts are overdue the following will occur:

- A hard copy invoice will be issued and outstanding amounts will be highlighted.
- Management will verbally request you make a payment
- At 2 weeks in arrears you will be sent a reminder email
- At 2 weeks in arrears entry to the centre will be refused until payment is received (a transaction receipt will be required before entry is granted).

Final Accounts When Terminating A Child’s Position In Care

Should you wish to end your child’s place at the service or should management make the decision to terminate your child’s place, 4 weeks written notice is required from the ending/terminating party. If this does not occur, 4 weeks fees will be billed to you.

Please take note that fees are required to be paid during this two week notice period, regardless of whether your child actually attends the centre or not. Non-attendance can potentially affect your eligibility for CCB or CCR rebates. Please understand that any final credit balance owing to you will be refunded to you approximately 1-2 weeks after your four week notice period. This is due to that the CCB % can alter so we may not be able to provide the final account until at least the week after the end of your child’s notice period.

Fee Statements

Fee statements are issued to each family at the beginning of each month.

Each statement outlines the payments due for each child and their attendance bookings, payments received and the CCB and/or CCR rebates entitled to your family. At times we will also add any additional payments required- eg Late Fees for late collection of children.

Holiday Fees

When a child is away on family holidays, fees are still payable to ensure your child's position is available upon return.

Extended Medical Absence and Fee Payments

We understand that at times a child may need to be away due to medical reasons for an extended time due to surgery, recovery time or ongoing illness so we encourage that families make a time to meet our Director to discuss the best method to ensure that your child's position is maintained and available to you when your child has been medically cleared to return to our centre.

Each family's situation will be looked at on an individual basis so therefore will be unique to that particular family.

The final decision will be at the discretion of White Rabbit Childcare management at all times.

Christmas And New Year Closures

White Rabbit Childcare are open 51 weeks a year and only close for gazetted Public Holidays for NSW and for Christmas and New Year period.

Centre Policies and Procedures

White Rabbit Childcare have an extensive policy and procedures manual that is available for parents' perusal at any times.

A copy of this folder is available in the foyer and also in the office.

At times, we will ask for families to assist in reviewing these policies and procedures and any feedback is appreciated. The Parent Feedback forms for policies are located in the foyer.

Please be assured that all times your child's records and information remain confidential and are kept in a secure place. Access to this formation is limited to management, educators and licensing authorities. If a third party request information, sharing of the information will only occur with your prior written approval.

Centre Incursions

White Rabbit Childcare do not provide out of centre excursions, but will endeavour to provide incursions regularly. These incursions can be: Fire Engine visits, Police Visits which are free or Incursions that will incur an additional fee- Kindy Farm, Rangers on the Run, Pottery classes. Children who do not attend our centre on these days are most welcome to attend but we ask that a parent or caregiver remains with your child for the duration of the incursion to ensure our ratios are met.

Centre Fun Days

Throughout the year, our Director and educators plan some free fun days to enjoy with the children.

Family Communication

At White Rabbit Childcare we have many ways we communicate with our families. Each day you will receive a daily email of the Daily Evaluation from your child's group.

We encourage daily verbal communication between educators and families too. Please feel free to discuss your child's day with the educators and if you require a lengthy discussion please arrange to have a meeting at a mutually suitable time.

Suggestions and Grievances

At White Rabbit Childcare we appreciate and respect all feedback both positive and negative. The Centre's parent communication policy must be followed by parents/guardians in the event of expressing concern, opinion or information. Please find located in the foyer a Constructive Criticism jar and grievance forms. For further information please refer to our Policies and Procedures folder.

Portfolios

All children receive a digital portfolio that contains samples of their work and their individual documentation throughout their year.

School Readiness

At White Rabbit Childcare we provide our children with a program that helps to prepare them for entering the formal school system. Parents and the preschool room educators have a joint role in ensuring children feel safe and secure as they transition into formal educational setting.

Our aim is to promote lifelong learners and our programs will be adapted to their abilities. We run a 3-4 program and our school leaver program.

At White Rabbit Childcare our school readiness program is developed in conjunction with the Letter land reading program. Children will be provided with a variety of experiences that will assist in the transition to school as being a positive experience.

Educators display information about school readiness and will hold a parent information session to discuss and outline the long-term goals.

Educators will endeavor to create a working relationship between White Rabbit and the local schools in our community to ensure an open exchange of information and understanding particular entry requirements. Routines are important for children as well as families. During the program an important and fun part is our Lunchbox and School Uniform Days where the children are packed a lunchbox to include things that families might send them to school with. This way they can practice opening all that tricky packaging like cling-wrap, and unwrapping and pushing the straw into a popper.

The experiences and activities within our School Readiness Program are planned to ensure that before formal schooling commences each child will be able to achieve the following indicators:

Literacy

- Child has a developing awareness of written and visual text.
- Child has a developing awareness of writing having meaning and environmental text.
- Child understands and uses book conventions.
- Child is able to understand and see auditory and visual similarities and differences.

Language

- Child can remember and follow directions/instructions. Understands meaning of verbal expressions.
- Child has a developed wide vocabulary.
- Child is able to listen to stories.
- Child can use grammatically correct language, using expanded sentences which can express their ideas fluently.
- Child can contribute to discussions (i.e. news).
- Child is able to articulate appropriately.
- Child is able to ask for help and/or ask questions.

Self help

- Child is able tend to their own needs.
- Child is able to recognise their own belongings.
- Child is able to toilet self independently.
- Child is able to dress self independently.

Emotional

- Child displays emotional security.
- Child appears to have a positive self image.
- Child is able to cope with minor frustrations/disappointments.
- Child remains happy and content during most of the day.
- Child is able to accept guidance or direction from adults.
- Child is able to separates happily from parents.

Cognitive

- Child can complete tasks.
- Child is alert and interested in different activities
- Child can recognise and names, colours and shapes correctly.
- Child has developing Numeracy skills (i.e. one-to-one correspondence).
- Child has mathematical concepts developing (i.e. weight, size). Sequencing, matching and sorting developed.
- Child is able to recall events, experiences

Gross motor

- Child has ball control is developing
- Child can confidently run, skip, climb and jump.
- Child can confidently balance and walk a beam using alternative feet.
- Child has a dominant foot that coincides with the dominant hand.

Fine motor

- Child has a dominant hand preference and grip has been established.
- Child uses the correct grip and use of scissors.
- Child is able to create detailed and recognisable drawings with attention to detail.
- Child has developed accurate hand-eye co-ordination.

Social

- Child is able to develop positive peer friendships
- Child has the ability to work alone and also in a group.
- Child is able to relate to other adults other than parents.
- Child has a positive social personality.

Creative

- Child enjoys participating in musical and/or group activities. Is aware of music types and recognises rhythms.
- Child enjoys and can use construction imaginatively.
- Child can use a variety of mediums creatively

Thank you for selecting our service, and we look forward to working with your family to ensure the highest quality of care for your child.

Please return the attached acknowledgement form to the centre asap



Parent Handbook Acknowledgement Form

I _____ acknowledge that I have received, read and understand the White Rabbit Childcare Parent handbook.

Parent Name _____ Parent Signature _____
Date _____

Director _____ Director Signature _____
Date _____