



## Frequently Asked Questions

### **What are the services operating hours and admin details?**

Alexander Kelly Drive, Noarlunga Centre 7.30 am -6 pm Phone 8384 8177

Windsong Court, Morphett Vale 6.30 am - 6 pm Phone 8382 8053

website [www.childrenscentre.com.au](http://www.childrenscentre.com.au)

Email- [admin@childrenscentre.com.au](mailto:admin@childrenscentre.com.au)

### **What do I need to do before I start care?**

You must have a MyGov account and a linked Centrelink Service, where you can apply for Child Care Subsidy. After having your household income assessed you will be advised of your Child Care Subsidy % and allocated number of eligible hours per fortnight. Before your child can commence care you will be requested to attend a minimum of 2 orientation visits so that your child is familiar with the environment and the educators. You must also provide the service with an Immunisation History Statement, No Jab, No play.

### **What about Fees?**

The service charges a full fee, and a families Child Care Subsidy (CCS) % will be deducted from the account. You will receive a weekly invoice which is emailed to your nominated email address. The invoice can be paid by bank transfer. A once off enrolment fee of \$10 applies to all new enrolments. An equipment levy of \$15 per family per year, will be charged in July of each year. A bond is charged to each account on enrolment. This is equivalent to one week of unsubsidised fees and is refunded when you notify the service in writing that your care will be ceasing. The centre gives you 4-6 weeks to pay this bond, on top of your normal weekly fee. Payments of your account must be made either weekly or fortnightly, so that you are never more than 3 weeks in arrears.

#### ***What happens if my scheduled day falls on a public holiday?***

We are closed on public holidays. Public holiday fees are charged at half the normal rate. Public holiday absences are subsidised as per regular absences.

#### ***What happens when we go on holidays?***

Each family can book holidays at the 50% rate, provided that 1 weeks' notice **in writing** has been given. Holiday absences will be subsidised as per regular absences, provided the child is within their limit of subsidised absences (see below).

#### ***Do I still need to pay for a scheduled day if my child is sick?***

Yes, fees still apply for sick days. The Child Care Subsidy will be applied to up to 42 absence days a year with no documentation. After this time unlimited sick days will attract the CCS if you're able to provide a medical certificate.

#### ***What should I do if my child is sick?***

If your child is unwell while in care, we will call you and request that they are picked up straight away, please make sure your contact details are up to date. We refer to "Staying Healthy" for exclusion periods. If a child has been diagnosed with an infectious illness we require you to adhere to the exclusion periods set out in Staying Healthy, or a clearance letter from a Medical Practitioner. If your child requires medication while at the service please give this to the educators and ensure that a medication record is filled out daily.

### **What is included in our fees?**

#### ***Meals***

Breakfast is available until 8 am. We have a cook who prepares fresh, nutritious meals each day. This includes lunch and morning and afternoon tea.

#### ***Nappies***

Disposable nappies are provided, and we ask that you bring one along each day for us to change your child into ready for home time.



### **Sunscreen**

We ask that families apply a generous application of sunscreen before arriving at the centre. Educators will continue to apply sunscreen throughout the day at regular intervals. ....

### **What if my child has a medical Condition?**

Your child will be required to have an up to date action plan that can be provided to the service along with medication.

### **Where can I access centre policies?**

All of our policies can be found on our software system, once you have commenced care at our service.

### **What do I need to pack in my child's bag?**

A sun safe hat, change of clothes, any comforters required.

### **Where do I find my child's learning?**

Download our online software platform Kidxap for Parents from any smartphone App store. By logging in you will be able to receive notifications in regards to your child's learning and the administration of their account.

### **How does the service communicate with our Families?**

The centre communicates through Newsletters and Notifications through our software system.

**FOR MORE INFORMATION PLEASE SEE THE PARENT HANDBOOK.**