



# Gum Nut Preschool & Childcare

## Introduction Book



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# Introduction

Welcome to Gum Nut Preschool & Childcare, this information booklet is to help us get to know one another. Enabling us, to exchange information and learn from this exchange. The development of Gum Nut Preschool & childcare children depends and relies largely on this communication.

At Gum Nut we have five educational rooms

- Possums: 6 mths -1.8 years.
- Wombats: 1.8 years - 2.4 years
- Koalas: 2.4 years - 3 years
- Magpies: 3- 4-Year-old kinder
- Kinders: 4- 5-Year-old Kinder

Kinder Team - Our 4-year-old Funded Kindergarten is made up of a dynamic team who work together to enrich the kinder experience for our children. We have three Bachelor qualified teachers, and one diploma assistant make up our 4-5 years kindergarten team. They share their passions and wonderful skills with our Funded Kinders.

Magpie Team - Our 3-year-old Funded Kinder program is overseen by a Bachelor qualified Teacher and two diploma qualified educators. They are highly responsive to children's needs and developmental interests and create an adventurous journey for our three-year-old kinder group.

Koala Team - Guided by a Diploma-qualified educator and supported by a team of educators with similar qualifications, they offer an engaging and dynamic program within two rooms, fostering significant learning and independence among our Koalas.

Wombat Team - Led by a diploma-qualified educator with extensive experience, she supervises the educational program alongside a committed team of diploma educators. Together, they create an excellent learning and nurturing environment for the Wombat toddlers.

Possum Team - In our youngest room, a diploma-qualified educator spearheads the program, with the support of three additional diploma educators who contribute to all facets of the program, guaranteeing an optimal environment for our Possums. Our team, which includes a rich variety of ages and backgrounds, unites to cater to our smallest Gum Nutters. Collectively, they deliver a program that is attentive, engaging, and caring for our infants.

Darrin is our fabulous Cook. The Centre meals are prepared fresh daily and are varied to ensure they are nutritional, interesting and tasty. Children are supplied with individually tailored meals to suit any special dietary or medical need. Our seasonal menu and the food used are displayed at sign in area and each educational room.

Maxine - Centre Director. With over 22 years of experience in Early Childhood Education, Maxine operates our office and oversees the centre operation, she is always available for parent enquiries.

Tiffany - Assistant Director. Tiffany brings a wealth of knowledge in organisational management and works closely with Maxine to oversee daily operations. Tiffany has been a valuable team member for 16 years.

Zach - Educational Leader. Zach works with all educators to implement age-appropriate experiences and oversees the centre's Programming and Planning.

# Our Values

We at Gum Nut Preschool & Childcare aspire to create an environment similar to a very large family all growing up to help understand and stimulate one another, from the Possums through to the Kinders.

Tolerance, patience, independence, taking turns, a sense of right and wrong, a strong desire to learn and self confidence a feeling of trust and belonging. We aim to create an awareness and respect for self, children, staff and families, as well as our natural local environments and world as a whole.

## The Gum Nut Mission Statement.

### Purpose:

To create a secure and happy work environment, whilst, achieving and maintaining a reputation for excellence in child care and pre-school learning.

The philosophy of Gum Nut is based on the realisation that children are curious and active learners, and that we as adults are facilitators and co learners in their play.

And the National Quality Framework.

### Goals:

Our aim is to create secure, caring and happy environments, which stimulate learning for all children and staff. Centre programs are designed for children to:

- Enjoy and develop meaningful relationships and the company of others; including acceptance and respect for one another.
- Embrace and develop an understanding of those around them and the wider community.
- Enhance their ability to share thoughts and feelings effectively and constructively.
- Encourage responsibility for the outcome of their own actions.
- Experience and participate in environments that provide a variety of activities that:
  - are reflective of children's interests and skills,
  - expose children to natural surroundings and promote respect for the natural environment
  - equip children to seek out information
  - develop self confidence through promoting autonomy
- Respect for their own and other's possessions.
- develop trust in themselves and others.
- Stimulate his/her interest in the world.
- Foster a desire to learn and discover.
- Enhance all aspects of children's development
- Feel a sense of belonging.

## Our Strategy:

To develop and utilise staff effectively by:

- Recognising and building on their strengths and skills. Utilising these strengths and skills in the implementation of the goals.
- Developing a team spirit, which, will provide mutual support, and skill improvement, encouraging participation in centre decisions and belonging?

To encourage and develop the children by:

- Building upon their strengths, emphasising the activity and not the result; Maximising their sense of achievement by providing open-ended activities.
- Helping them take responsibility for themselves by making their own choices in order to see that certain modes of behaviour are more appropriate and satisfying than others.
- Providing variety and challenge for each child physically and intellectually.
- Valuing them for what they are rather than for their performance, appearance, behaviour and culture.
- Actively observing and participating in interactions to help all individuals learn effective communication and respect.
- Providing clear limits that are reasonable and consistent and fair, to govern children's behaviour; and ensuring that these rules are executed fairly, always taking into account each child's developmental level.

To provide an environment where parents can be secure in the knowledge that:

- The centre actively communicates with parents and utilises parent information to improve the service to them and their children. They are invited to call or visit at any time of the day.
- They are welcome and encouraged to participate in all aspects of their child's program and wider centre community through the parent group.
- Their input is valued and welcomed through suggestions at any time.
- Their children are in a safe environment and their physical and emotional needs are met to highest standards.

To align our practice, documentation and interactions in the environment with the National Early Years Learning Framework and the Victorian Early Years Learning and development Framework.

# 3 and 4 Year-Old Kindergarten Programs

Dear Parents,

Many of you are now deciding where you will send your child for his/her pre-school education. We feel it is appropriate for us to inform you of the Government Funded kindergarten programs we are running within Gum Nut Preschool and Childcare.

At Gum Nut we provide two Funded Kindergarten Programs for children aged 3-4 and 4-5 years. Children are engaged in a rich, challenging, fun and varied program where each child is individually encouraged to reach their potential in all areas of development. Priority of enrolment is given to children who are doing their Government Funded Kinder years with us.

We have a team of early childhood professionals who work in consultation to deliver a holistic program to our 3-4 and 4-5 year olds. With a recognition that our staff each have different skills, talents and personalities; exposing children to an equipped team that will enrich the children's experience in the programs as we implement various aspects of the day in their own individual ways.

We believe we can give our children the very best possible outcomes by having all our experienced kinder teachers involved in the hands on design of an ever evolving kinder program (as all the staff listen to, observe and interact with our kinder children).

The programs we develop are based on the understanding of the progressive and cumulative changes that occur as each child learns and grows and reflects the Early Years Learning Frameworks and National Quality Standards.

Each program is designed to enhance your child's individual development to stimulate his/her interest in the world around them, to foster a desire to learn and discover as skills are acquired individually within a group setting

Educational objectives are formed to develop each child's intellectual, social, emotional, language and physical skills. Each child is helped to feel happy and self-confident, to enjoy the company of other children and of adults, to be able to share thoughts and feelings, to be curious about his/her environment, to have strategies for Seeking out information and to master skills basic to formal learning.

We encourage the children by; building upon their strengths, emphasising the activity and not the result and by maximising their sense of achievement by providing activities that do not demand a right / wrong answer. We also encourage the children to take responsibility for themselves by making their own choices and decisions to see that certain modes of behavior are more appropriate / satisfying than others. That is, children will decide to behave in a particular manner, not because we demand it but because they realise that it is more suitable in attaining their goal.

This is the basis of our programming. We would be happy to discuss it with you at any time. We will be documenting other parts of our program in newsletters. Our programs are always displayed on the wall in the kindergarten.



# Explore & Learn

In 2017 we introduced an offsite program called Explore & Learn. It was our first year of offering 3 days per week where our kindergarten program is based primarily in Alphington Park & Wetlands area.

Children at our kindergarten will receive a combination of kinder hours in our upstairs kinder room and rooftop playground, as well as the natural outdoor setting; combined with the larger outdoor experience of the Wetlands.

Our Explore & Learn program offers many benefits for children. It fosters a deeper connection with nature, encourages physical activity and exploration, promotes problem - solving skills, enhances creativity and imagination, builds resilience and nurtures an appreciation of the environment.

At Explore & Learn the focus is on child-led learning, allowing children to follow their interest, explore the environment, and engage in activities that promote curiosity, creativity and problem- solving, our teachers have the skills to turn every moment into a learning opportunity.

Our offsite program for three-year-olds provides the Magpies with a unique opportunity to explore, play and learn in an enriching environment outside of the traditional childcare setting. Designed specifically for this age group, the program focuses on nurturing curiosity and fostering independence through hands-on activities and play based learning.

Children are encouraged to develop essential social, emotional and cognitive skills while engaging with nature, exploring different environments and interacting with peers.

This program introduces our three-year-old Kinders to the routine and expectations of explore & Learn and offers a perfect balance of structure and freedom that allows children to immerse themselves in new experiences and develop their sense of wonder.

Sincerely,  
The Gum Nut Kinder Teams.





# Starting your child at Gum Nut.

We are thrilled to have you join our community, and we look forward to embarking on this exciting journey together with your child.

At Gum Nut, we are dedicated to creating a warm and nurturing environment where children can learn, grow, and thrive. Our experienced educators are here to support your child's development and help them feel comfortable in their new surroundings.

To ensure a smooth transition, we recommend that you and your child attend at least three orientation visits before your official start date. These visits will provide an opportunity for you to meet our educators, explore the daily routines, and help your child familiarise themselves with their new environment. We believe that getting to know the staff and the setting in advance can make the transition easier for both of you.

As you prepare for your child's first days, it's important to communicate openly with them. Explain your daily activities, introduce them to their new educator, and reassure them that they will be safe and that you will return. Keeping your goodbyes short, clear, and positive can also help ease any anxiety.

Please remember that our centre has an open-door policy. You are always welcome to visit and participate in your child's activities, even after orientation. We understand that starting at a new centre can be a big step for both parents and children. We're here to support you every step of the way, and we encourage you to reach out with any questions or concerns.

To help your child adjust, explain that you will be working, studying, or resting during the day, where you'll be, and introduce them to the new caregiver. Reassure them that this person can contact you if needed and, most importantly, that you will be back.

Remember, children, like adults, need time to adjust to new situations. Preparing your child in advance is key to making this change smoother.

\*Note: Parents may allow their children to bring toys from home at their discretion. However, the centre is not responsible for any lost or damaged items.

# General information

## Gum Nut Menu Ideas..

We welcome you to offer suggestions to our chef/cook on MENU ideas or have requests? We are more than open for you to participate in educating our children's palettes in eating healthy and varied foods.

## Relevant training

Darrin centre cook, Tiffany & Michelle - Food & Hygiene Safety qualifications.

### All staff hold current

- Working with Children check/ VIT
- HLTAID012 first aid in an education and care setting + Asthma & Anaphylaxis training.
- Food Safety
- Mandatory Reporting

## Grievance/Complaints Procedures..

Any concerns with respect to your child's stay should be addressed to Maxine. In Maxine's absence please contact Tiffany or person in charge. Phone: 9499 4410 or 0421 286 900. Email: office@gumnutpreschool.com.au

We have parent / community Facebook page & email that you may access for connection & information.

You are encouraged to use these facilities and welcomed to offer ideas to make for a better centre.

There is a centre grievance and complaints policy, with procedures for you to follow, this we can email or print at your request.

Furthermore, if all else fails and you cannot resolve your problem with the centre, you may take your grievance to the Department of Education and Training, they are entrusted to the monitoring of Kinder's and childcare. Regulatory Authority (DET) can be contacted on: 1300307415.



# Information on policies..

## Medication...

To protect children from incorrect administering of drugs strict policies have been developed and must be adhered to.

Children may only be given medications if:

- Prescribed by a medical practitioner and in a container labeled by the pharmacy, with the child's name and expiry date.
- ONLY Parents or a Legal Guardian can sign and complete the medication administration form each day or the medication cannot be given. Parents must state the exact time, date, dosage and conditions for the giving of medications. Vague conditions such as "if temperature occurs" are not acceptable. In this case you need to specify the exact temperature.
- Over the counter medications will be given if the centre is provided with a letter from a doctor stating the child's name, medication, dose and period of time.
- If a child develops a high temperature, parents will be contacted to come and collect child.
- The parents of a child who has a chronic condition (e.g. asthma, allergy, diabetes or epilepsy) requiring prolonged / preventative medication, provides the Centre with an action plan, signed permission form to administer medication, complete centre's Individual Medical Management Plan / Risk Assessment for child, and provide relevant medication/s and additional Doctors letters of information necessary, at the time of enrolment.
- Two staff must sign the medication form. The staff member giving the medication and the staff member who has witnessed administration of the medication.

\*\*If your child has asthma or an allergy requiring medication(s) or EpiPen, please request our Asthma and Anaphylaxis policy and associated forms from Office.\*\*

## Accident, Illness & Emergency Policy...

### Staff and First Aid:

At the open and close of every day, minimum one staff member is in attendance that holds HLTAID012 first aid training. Throughout the course of the day, all staff are required to hold HLTAID012 first Aid on the premises. Staff are adequately trained in handling most accidents and injuries.

### Serious Accidents/Illnesses:

In the case of a serious illness or accident the director will attempt to contact the parent/s (if unavailable the parent nominated contact/s) immediately. If emergency treatment is required, an ambulance or other appropriate transport will be arranged without delay.

It is important that all parents sign the authority for staff to seek treatment at a hospital or call a doctor and or ambulance so that emergency treatment may be commenced. Enrolment cannot be accepted without this consent.

### Accident/Illness Records:

Staff keep a record of any accidents/injuries/illnesses which occur at the centre on an accident/injury form.

Staff inform the director and the parents if a child is hurt, and parents will be asked to read and sign the accident/injury form when they collect their child. Depending on the severity of the accident/illness, parents may be required to collect their child immediately or earlier to ensure the child receives adequate medical attention and care.

Staff also record on the form details of any child who attends the centre with a pre-existing injury or illness that did not occur at the Centre. Parents may also be asked to read and sign this form when they collect their child at the close of the day.

## Programming and Planning...

Our work with children is influenced & guided by the curriculum guidelines established in the National Early Years Learning Framework and the Victorian Early Years Learning and Development Framework.

Staff use various forms of written and photographic evidence to document what we observe of children. Observation and knowledge of each child in our care, enables teachers to provide a curriculum that is responsive to children's interests and development. The importance of the child's voice in our program and a firm understanding that work with children is constantly evolving and changing lends our program to be modified and developed with the children.

How can you help?

- By regularly offering feedback on your child's progress OR responding to emailed documentation.
- By informing of your child's interests from home or activities you think they may enjoy at the centre.
- By recording any developments your child is making at home-something they said or did.
- By trying activities at home that were/are in the program.
- By letting us know of any significant changes your child is experiencing-moving house, family separation or illness are all things which effect children's behaviour and needs.
- Any concerns you may have about your child's development.
- Making an appointment to see Room Leaders for lengthy discussions — the end of the day is not the best time to do this, as staff may still be working with children or on their way home too.

## Hierarchy of Behavioral Management Used at Gum Nut Preschool and Childcare...

The following is a basic guide to the management of children's behavior. To be followed by all staff

1. Positive attention for alternative behaviour.
2. Planned ignoring.
3. Prevention; pre-empting the actions of a child
4. Discussion with the individual about negative outcomes of inappropriate behaviour.
5. Consequences — make clear the consequences of choices (includes natural consequences and imposed or negotiated outcomes)
6. Redirection of negative behaviour, to promote a positive outcome.
7. Continual observations of individuals to maintain positive outcomes from appropriate planning.

We aim to provide safe and secure environments for all our children, staff and families. We believe in providing, as early childhood professionals caring, nurturing and educational programmes and environments. Should a child with extreme behavioural difficulties attend the centre where other children and staff are continually at risk of physical, verbal or emotional abuse we will implement the following procedures and exercise exclusion as a final resort.

- Observations in various forms taken
- Discussions with parents or carers and staff.
- Develop and implement a behavioural management plan with continual discussion and follow up with parent/carers and staff.
- Allow a reasonable time frame for plan, evaluation and modifications.
- If progress is not being made or behaviour is accelerating the Department will be contacted for advice and assistance.
- Management will then reserve the right to expel or exclude the child.

If staff cannot achieve a positive outcome through the use of these tools, they will refer to the centre director or other professionals, for further guidance.



## Sick Children...

The policy below has been written to assist parents with deciding to exclude their children from Gum Nut based on the child's health.

The Centre cannot provide care for sick children if their attendance would be detrimental to their own or others health

If you suspect your child of having an illness or infectious condition you are required to keep your child at home. Sick children cannot rest adequately while at Gum Nut and their illness may be prolonged if they attend. The chances of other Gum Nut children becoming unwell is greater if sick children attend and if staff become sick and are unable to come to work - this creates disruption to all involved.

In the case of contagious diseases, we refer to the chart supplied by the Health Department entitled "Minimum period of exclusion from schools and children's services centres of infectious diseases," for exclusion details. This chart is displayed in the office and sign-in area and is constantly updated by the Department of Human Services. If a particular disease is not listed, we will then contact the Health Department for information and suggested practice with respect to the disease.

Excluding sick children is an important way of preventing the introduction or re-introduction of infection into the Centre.

Parents will be contacted if a child is observed by staff to be unable to continue with their program of activities due to illness. If parents are unable to be contacted the 'emergency contact' person, designated by parents on the enrolment form will be asked to collect the child.

If your child is sent home from the Centre unwell, he / she should not return to the Centre until they have fully recovered or are no longer infectious to the other children and staff. In some instances, clearance from a medical professional will be needed to return to Gum Nut.

GUIDELINES: Illness and symptoms affect individual children differently. Rather than decide what constitutes a healthy or ill child, along with our parents we have come up with a list of guidelines, to help you assess whether your child should be at Gum Nut or not.

Has your child:

- Got a fever or had one (above 38 degrees) within the past 12-24 hours?
- Had vomiting or diarrhea within the past 24/48 hours?
- Had flushed cheeks or rashes within past 24 hours?
- Been rubbing at runny or sticky eyes?
- Been unusually lethargic, lacking appetite, etc. for 24 hours?
- Had disrupted sleep associated with any one of these?
- Had an itchy scalp which needs to be checked for lice, and treated before returning to the centre?

It is always advisable when using a childcare centre to have a "support" person to care for your child when they are too ill to attend 'group care'.

Any medications to be administered MUST be prescribed by a medical practitioner & clearly labeled by pharmacy. Over the counter medications will only be administered if a letter is provided from the child's Dr.

A medication form must be completed and signed each day your child requires the medication/s at Gum Nut.

## Babysitting

Educators employed at Gum Nut Preschool & Childcare are not permitted to babysit current enrolled children.

This policy helps to maintain professional boundaries and ensures that we can continue to provide the highest standard of care within the centre environment.



## Custody...

Parents are required to give the Centre a copy of any custody orders pertaining to their child. Staff should not release the child into the hands of anyone unless there has been written permission from the legal guardian.

If a person other than the legal guardian comes to the centre to collect the child, staff explain that they are required by law to contact the legal guardian before the child can be taken.

## On Health...

On average a pre-school aged child will have many upper respiratory tract infections per year. In addition, they may contract a range of illnesses from gastroenteritis to chickenpox, which may require from one day to a week at home. The positive side to this is that your child obtains an immunity that will see him/her well into their school years.

## Asthma Policy...

The centre's Asthma policy is available on request and for viewing in the office. If your child has Asthma, please request a copy and you will also be provided with permission forms to administer your child's medication and action plan.

## Allergy & Anaphylaxis Policy...

The centre's Allergy & Anaphylaxis Policy is available upon request for viewing and will be provided to parents whose child is at risk of anaphylaxis. These families will also be requested to complete appropriate permission forms and supply relevant medication and information relating to their child's allergy.

\*\*\*It is requested that ALL families do not bring food for their child or food for the group to share that contains any NUTS (incl. almonds, cashews, pine nuts, hazelnuts, peanuts etc.)- be mindful some children have other allergies\*\*\*

## Immunisation: Enrolment Requirement...

1/1/2016: No Jab, No Play was introduced by the Victorian Government. By law for our service to finalise enrolment for your child in long day care or kinder, you MUST provide the service with an immunisation status certificate that shows your child is:

- Up to date with vaccinations for their age OR
- On a vaccine catch up schedule OR
- Has a medical condition preventing them from being fully vaccinated.
- Medical certificate (ACIR) must be provided to attend for non-immunised children.

The centre MUST maintain current records of each child's immunisation status. Parents are required to inform the centre when their child has had further immunisations or has failed to have expected immunisations. This is to maintain safety and health of all children at the centre.



### Gum Nut Late Fee Payment Policy...

By enrolling at Gum Nut Preschool and Child Care Centre, and signing the enrolment contract, parents agree that:

- It is the parent's responsibility to ensure fees are up to date.
- All fees must be paid up until the end of the previous week attended.
- OR: agreed to pay fortnightly or monthly.

Accounts are issued fortnightly, by email. Payment can be made by EFT, Credit Card, Direct Internet Transfer into the centre's account (We do not accept AMEX or Diners)

- Cheques that are dishonored will incur a fee (as set by the bank)
- In the event that fees are more than 2 weeks in arrears a \$50.00 account keeping fee will be issued.

### PAYMENT PLANS:

- For accounts 2 or more weeks in arrears, parents will be contacted to establish a payment plan and negotiate the terms of the child's continued attendance at the centre.

Suspension of the place until parents can afford care or reducing days to manage fees better may be enforced at centre's discretion.

- Where a payment plan has been agreed upon and a payment is not made, without prior agreement or understanding between the family and the centre, the family's place at the centre will be suspended until the family can either settle the whole account or comply with the original payment plan.

Leaving the centre with an outstanding account? There are 2 options:

1. The centre and the family establish a payment plan to rectify the debt. Both parties agree to the payment requirements until the family's debt is paid in full.
2. Where a payment plan cannot be reached, or one that was established has been neglected to be adhered to by the family the family agrees to become responsible to meet all reasonable costs and commissions (including those of a Mercantile Agency) in the collection of the fees. Further, interest at the rate of 10 % per annum will be charged on any amount outstanding chargeable to your account from the time the amount becomes due and is outstanding.

It is of the utmost importance that families are reassured the centre will assist in any way possible to aid families in meeting their responsibilities in paying their fees. For families experiencing temporary or ongoing financial hardship, in some circumstances we are able to seek additional funding to relieve fees for a period of time. Please do not hesitate to make a time to come into the office to discuss the best method of fee payment for your family.

### Food & Hygiene Policy...

Regulations require us to have and execute a Food and Safety Program. These regulations require that food from home must not be shared with other children. However, food for the personal consumption of your own child is acceptable. No NUTS or food containing NUTS (incl. almonds, cashews, pine nuts, hazelnuts, peanuts etc.) - be mindful of other children with possible food allergies or anaphylaxis.

\* Do not leave any food items, in your child's bag.

For birthday celebrations we have a centre cake recipe that is allergy friendly. For a donation of \$8.00.

Children with dietary requirements/allergies, the centre will work in conjunction with the family on information provided, to ensure meals served to these children are appropriate. See "Anaphylaxis Policy".

### What to Bring to Gum Nut...

A change of clothing /extra underwear/ gumboots/coat (in winter) a hat (in summer & winter). Parents also provide nappies (4-5 daily) and formula & bottles each day. Centre does supply Milk, other than cow's milk e.g. soy, oat or rice milk.

### Parent Group...

Although our service is privately owned, it is important for us to operate and have a sense of community. An important part of our community is "The Parent Group", they operate a Facebook page, we encourage you to join this group, once you have commenced at Gum Nut.

This group provides support to new families; helps build a connection with other families: it has a lot of very positive aspects that enables our centre to continually improve.

Educators:

Responsible Person/Director: Maxine Siemering.

In Maxine's absence: Tiffany Nguyen, Michelle Owens, Jessica Dawson, Niaz Abidi, Rasika Suraweera, Rosario Andronaco, Hearan Suk, Yih En Thein.

Degree Qualified Teachers: Hearan Suk, Zachary Lee, Yih En (Hannah) Thien, Karen Thompson, Ha Vy Le (Vivian).

Educational Leader: Zachary Lee.

# A final note,

Your child's days at Gum Nut will help them become; socially adept, independent, and competent at many different skills, eager to learn new skills and self-confident.

In the interests of providing a consistent and quality environment some basic rules are required.

In essence, you are contracting to secure a place for your child and the centre has contracted to supply the staff to provide the care and education for your child. If your child is away the staff cannot be laid off.

1. Upon enrolment all families must pay a security bond. The centre holds this bond until you terminate your attendance at the centre, should fees be paid up to date will be used to pay final week of fees.
2. In the event of overdue or default in the payment of fees, this bond will act to pay fees.
3. Upon leaving the centre, this bond is refundable when all paid fees are up to the child's finishing date. Please refer to Gum Nut Late Fee Policy.
4. Termination of an enrolment prior to starting (for any reason) at the centre results in the bond being forfeited. In this instance, the bond is non-refundable. \*If your days of attendance are altered, your bond will be adjusted accordingly.
5. If your child is absent on any day, the normal fee still applies.

\* Child Care Subsidy (CCS) will be paid for up to 42 absences per financial year. After 42 absences (including holidays, sick days and public holidays) have been exceeded, absences will be charged at full-fee (no CCS will be applied).

\* Once 42 absences have been exceeded, additional absences can be approved under special circumstances.

\* Parents are asked to counter sign absence from the centre on sign in ipads, when they are next in attendance at the centre.

\*NEW ENROLMENTS and Absence:

- If your child is absent for their first enrolled day at the centre, families cannot claim CCS for this day. This day will be charged at full fee (no government rebates can apply). The first day Government rebates can apply if the first day a new enrolment is signed in and attends the centre.

## 2. Reduced fees during holiday periods:

To be eligible for reduced fees whilst on holidays parents must:

- Give two (2) whole business weeks advance notice (from a Monday to a Monday) in writing of intended holiday period,
- You must notify for the full time that your child regularly attends each week. You cannot notify for parts of weeks.

\*Holidays are included in the 42-absence count for CCS. Rules applying to CCS and absences are applicable during holiday periods.

## 4. Public Holidays:

Gum Nut is closed on all general public holidays. A normal fee applies for these days, except those, falling squarely inside your chosen annual holiday period. Public Holidays are included in the 42-absence count.

## 5. Cancellation of Enrolment:

Two full business weeks (from Monday to Monday) written notice of cancellation is required.

- If families do not attend the centre during their 2 weeks' notice period, they will not be entitled to CCS and will subsequently be charged a full fee.
- Termination of new enrollments result in a loss of the bond paid upon enrolment.
- Where less than 2 weeks' notice of cancellation is given for new enrolments, fees will also be charged within the notice period. Families cannot claim CCS during this period if they do not attend and sign in at the centre.

\*Enrolments for thirteen weeks or less will attract fees at the casual rate, which will be applied retrospectively, at the discretion of the centre coordinator.

This again is to protect the centre and its children against being used for short term destabilizing care. It takes considerable effort both physical and emotional on the part of the child and our staff to help a new child to feel safe and secure in their new environment. It is worth the effort if we go onto develop a long-term relationship based on a sense of security and trust.

#### 6. Providing current and correct information:

- It is the responsibility of the parent/legal guardian to provide the centre with correct information pertaining to the family as is registered with Centrelink; including Customer Reference Numbers, prior to commencement at the centre.
- The parent must also register with Centrelink for the purpose of CCS prior to commencement of their child's place at Gum Nut.

#### 7. Attendance Records-Sign in/out procedures:

Please note that we require you or authorise nominated person/s to sign your child in and out of the centre using iPads. A PIN will be emailed on your child's start date.

\*Upon ARRIVAL you must sign in:

- Select child's room
- Select child
- Select parent/guardian or person dropping off
- Enter PIN provided for person selected
- Click Sign In

\*Upon COLLECTION you must sign out:

- Select child's room
- Select child
- Select parent/guardian or person dropping off
- Enter PIN provided for person selected
- Click Sign Out

\* If a parent neglects to sign in or out on a certain day, they must go back and rectify this on the iPad. A fee of \$50.00 will be charged for each time you do not sign in or out.

\* Do not allow children to play/touch centre iPads.

#### 8. Late Pick Up of Children:

\* Children picked up after 6.00pm incur late fees equal to \$15.00 for the first 5 minutes or part thereof; and \$1.00 per minute, per child for time after that.

\*Parents are responsible to ensure the collection of children by 6.00pm (close time)

\*If for any reason you are held up, please contact the centre PRIOR to 6.00pm and notify of your circumstances.

\*If by 6.30pm, you have not contacted the centre or the centre has not been able to reach you or any of your emergency contacts, police will be notified to collect your child out of safety and protection for your child.

\*If your child has not been collected by what is deemed a reasonable time, due to your circumstances, police will be contacted at the discretion of centre management.

The Centre will NOT take responsibility for children before our official opening time of 7.30am. Children cannot be left at or signed in earlier at the centre.

#### 10. Collection of Children:

- No child will be allowed to leave our care with any person other than the parents or guardian, or those identified on the enrolment form as Emergency Contact/Authorised Nominated Pick-Up persons.
- If you wish your child to be picked up by another person, we must have written confirmation that the said person is responsible for the child.

#### 11. Policies:

Please note that our policies undergo regular review and are updated according to current industry regulations and practice. Parents agree to these changes on signing their enrolment at the centre. All policy updates are reported via newsletters or emails. Parents are invited to assist with policy development via parent group participation and feedback forms provided in the policy folder. You may access policy folder in office or request copy of a policy to be emailed.

Gum Nut is open weekdays 7.30am to 6pm, fifty-two weeks of the year, closed for public holidays. Gum Nut provides morning and afternoon tea, a hot and nutritional lunch and drinks are provided regularly during the day...

Please note, on enrolling your child at the centre you will sign a document stating that you have read and understand the rules (conditions) governing your child's enrolment. So please, make sure that you do indeed understand the rules. If you have any queries do not hesitate to have these explained by a member of the staff.

Gum Nut Preschool & Childcare: prefers children to attend a minimum of 1.5 days per week. A week is a long time in a child's life. Ultimately this is the family's decision however the only days we offer availability for 1 day per week attendance is a Monday or Friday.

Further, if you have any concerns during your time with us please do not hesitate to communicate these with the director, person in charge or one of the qualified teachers. It is only by communication that we learn and as a consequence improve what we do, we all working for the best interests & care of our children.

Finally, we welcome you to our family. We will do our best to make it a fun and rewarding time for all of us.