

# Tralee Gardens

## Childcare Centre

### INFORMATION BOOKLET

Welcome to Tralee Gardens Centre for Babies, Toddlers and Tralee Gardens preschool and Tralee Gardens OOSH!

Tralee Gardens acknowledges the Traditional Owners of the Land on which we learn, play and work. We pay our respects to Elders, past and present, and extend our respect to all Elders and Aboriginal and Torres Strait Islander people across Australia.

This booklet is designed to give you an overview of our Centre and to assist in the settling in of both you and your child at this important time. It contains very relevant and important information about the running of the Tralee Gardens and our policies by which we operate. Please read through this information carefully and thoroughly to ensure that you understand Centre operations. We encourage you to seek further clarification on any issue to ensure you are fully prepared to uphold Centre policy and procedures. We look forward to a long and happy association with you and your family. This information booklet is available in different languages. Please let us know if you need it in a different language.

Tralee Gardens is a private centre, and your inspection is welcome anytime. The relevant regulatory authority in NSW undertakes the assessment and rating process in our centre.

If you have any questions, please do not hesitate to contact our Director Rima Boumansour, or Assistant Director Nargis Naqshbandi at [admin@traleegardens.net.au](mailto:admin@traleegardens.net.au) or give us a call on:

02 96883687 or 0449663687

#### **Contact information:**

**Address:** 125 Wentworth Avenue & 10 Fryer Avenue, Wentworthville NSW 2145

**Phone:** 0449 663 687 OR (02) 9688 3687

**Email:** [admin@traleegardens.net.au](mailto:admin@traleegardens.net.au)

**Fax:** 9631 0541

**Website:** [www.traleegardenscentre.com.au](http://www.traleegardenscentre.com.au)

For all community updates, please follow us on Facebook and Instagram!

**Facebook:** <https://www.facebook.com/TraleeGardens/>

**Instagram:** <https://www.instagram.com/traleegardens/>

# Our Philosophy

Tralee Gardens Centre aims to provide the highest level of care and education for your child in a warm, nurturing, and safe environment. By creating a feeling of acceptance and sense of belonging, we provide an environment which enables each child to feel safe and secure. The Centre provides educationally appropriate and stimulating program to assist in the development of the whole child including their physical, social, emotional, cognitive, creative and independence skills. We value and acknowledge Aboriginal and Torres Strait Islander people and culture in our Centre.

# Operations

Tralee is open 7am to 6pm. The Centre is closed on public holidays. Fees are due as normal. Please refer to our fee policy. We accommodate school children aged 5 to 12 years in our OOSH program which operates between 7am to 9am and 3pm to 6pm. We also offer a vacation care program that operates from 7am to 6pm.

# Our Care Environments

Tralee Gardens Centre for Babies & Toddlers caters for children aged 0-3 years. We are licensed for 50 children.

Tralee Gardens Preschool caters for children 3-5 years. We are licensed for 39 children.

Tralee Gardens OOSH caters for students 5 to 12 years.

# Arrival/ Departure

Your child must be signed in upon arrival at the centre each day and signed out upon departure using the kiosk. It is essential on arrival that contact is made with staff, so that staff can welcome your child and assist them to settle at an activity. Apart from the parents, only those people nominated on the enrolment form have the authority to collect children from the centre. Any other person must have authorised permission from the parents (preferably written or via telephone, in case of emergency), and they must produce proof of identity to staff before the child will be released.

Our Centre policy states that children will not be released with persons unknown to staff and unauthorised by parents. The minimum age of persons able to collect children from the centre is 18 years of age.

# Enrolment

Enrolment may be made after completing an enrolment form and paying the security deposit (see security deposit below). For your child to receive maximum benefit from the program, we recommend a **minimum of two days per week enrolment**. This enables staff to build a relationship with your child, it assists the child to 'settle in' and the child's focus carer can meet individual needs of the child more thoroughly.

**Security Deposit:** Tralee Gardens takes a security deposit for two weeks upon enrolment that secures your child's place at the centre. It is the full fee that needs to be paid and it does not include the childcare subsidy discount. **Security Deposit to be paid in full before your child starts orientation.** The security deposit will be refunded when two weeks' notice is given before the child leaves the centre. If you decide to go ahead no longer with the enrolment you will lose the security deposit. You can deposit the security deposit in our account or pay it cash. Details of our account:

**Boumansour Nominee PL**

**BSB: 082 167**

**A/N: 77 428 5599**

**Termination of your child's enrolment:**

**Parents should give two working weeks written (email) notice when leaving the centre, otherwise they will lose the security deposit. Parents need to make sure that their child is present on his/her last days of attendance otherwise Centrelink will not pay the childcare subsidy for final absent days, and they will be charged full fees.**

**Parents should also give two weeks working days' notice when they would like to change their child's days.**

**Fee payment method:** Direct Debit

This is a direct debit payment where fees will be automatically deducted from your account. Forms are given upon enrolment, and this saves time and hassle for parents to pay the childcare fees. Parents can choose multiple payment options such as bank account, credit card or debit card. Fees will be deducted two weeks in advance.

Parents are reminded to make sure there is sufficient money in their accounts when we withdraw the fees.

**If the money bounces back due to insufficient fund or any other problems, parents will be charged \$5.**

**Parents can sign below to give us permission to withdraw money from their accounts if the child attends any special shows or performances organized by the centre. Parents will be notified of these events prior to the date.**

# Childcare Subsidy

The Child Care Subsidy (CCS) is a payment made by the Australian Government to help families with the cost of quality childcare and early education. This is paid directly to the service to reduce your weekly fees.

Three things will determine a family's level of Child Care Subsidy:

1. A family's combined income will determine the percentage of subsidy they are eligible to receive.
2. An activity test will determine how many hours of subsidised care families can access, up to a maximum of 100 per fortnight.
3. The type of childcare service will determine the hourly rate cap.

Some basic requirements must be satisfied for an individual to be eligible to receive the Child Care Subsidy. These include:

1. The age of the child (must be 13 or under and not attending secondary school).
2. The child meeting immunisation requirements.
3. The individual, or their partner, meeting the residency requirements.

The number of hours of subsidized childcare that families will have access to per fortnight will be determined by a three-step activity test.

## Using myGov

Step 1: Sign in to your myGov account. If you don't have one, you will need to create a myGov account.

Step 2: Link myGov to Centrelink. You can do this under Services.

Step 3: Select Centrelink and complete the Child Care Subsidy Assessment.

For more information, please visit <https://www.education.gov.au/families>

Source: [www.educaion.gov.au/child-care-subsidy-activity-test](http://www.educaion.gov.au/child-care-subsidy-activity-test)

# START STRONG FOR LONG DAY CARE PROGRAM

If your child turns 4 years old on or before 31 July 2024 and is enrolled in a preschool program at an eligible long day care service, you will receive up to \$2,110 in fee relief. If your child is 3 years old and not yet 4 years old on, or before 31 July in 2024 and is enrolled at an eligible long day care service, you will receive up to \$500 in fee relief.

This fee relief is available to families through long day care services in the 2024 Start Strong for Long Day Care program. The fee relief will be passed on to you by your long day care service as a weekly reduction to your session fee or gap fee. The reduction will be shown to you in a regular invoice or statement from the service.

The fee relief is in addition to and will not impact on your Child Care Subsidy payments provided by the Australian Government. Fee relief is not means tested and there are no residency or visa requirements. You will still need to pay any gap fees remaining after the Child Care Subsidy and fee relief have been applied.

## Payment of fee

**Parents, please read carefully and sign below to agree to the enrolment and fee schedule policy of Tralee Gardens Centre at the end of the booklet.**

Tralee Gardens Centre is approved for Childcare Subsidy. The Centre is open and licensed for the hours of 7am to 6.00pm, Monday to Friday 52 weeks per year. The Centre is only closed on public holidays but due to policy, fees are still due as per usual. Fees are reviewed annually.

### Fees from 15<sup>th</sup> of July 2024

**Fees are scaled according to age group section:**

#### **BABIES SESSION CARE (0-2)**

<b>7am-6pm</b>	<b>\$145</b>
<b>8am-6pm</b>	<b>\$145</b>

#### **TODDLERS SESSION CARE (2-3)**

<b>7am-6pm</b>	<b>\$145</b>
<b>8am-6pm</b>	<b>\$145</b>
<b>9am-4pm</b>	<b>\$125</b>

#### **PRESCHOOL SESSION CARE (3-5)**

<b>7am-6pm</b>	<b>\$140</b>
<b>8am-6pm</b>	<b>\$140</b>
<b>9am-4pm</b>	<b>\$125</b>
<b>9am-3pm</b>	<b>\$100*</b>

\*Conditions Apply

#### **VACATION CARE (K-6)**

<b>7am-6pm</b>	<b>\$110</b>
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#### **Before & After School Care (K-6)**

<b>7am-9am</b>	<b>\$20</b>
<b>3pm-6pm</b>	<b>\$30</b>

**Late fees**

If fees are overdue by more than one month and there is no payment of fees, your child’s position at the centre will be terminated and the Centre will instigate appropriate legal proceedings for fee collection. The centre charges a late fee if parents are late in paying their fees. **You will incur a 5% late fee on your outstanding balance.**

Please drop off and collect your child between the Centre’s licensed hours of 7.00am and 6.00pm. If a parent is going to be late in collecting their child, the Centre must be notified prior to closing time. An additional ‘late fee’ will be charged if these hours are exceeded as staff must remain with the children. Parents will be charged **\$5 per minute after their designated roll end time** if they are running late. Please sign out when leaving the premises with your child NOT when entering the premises to collect your child. Parents who object to pay the late fees will have their child taken to the nearest police station and parents will be notified to collect their child from the police station. **Parents’ signing below agrees to pay the late fee if they are running late to collect their child from the centre.**

Fees are due if your child is absent and days in lieu of absences are not available. Please advise the centre if your child will be absent for any lengthy period (e.g., illness or holiday). Fees will continue to apply. See our holiday fees policy.

The Centre closes for all public holidays and parents are required to pay their fees as normal. The Centre is open 52 weeks per year including school holidays. Parents going on holidays will be charged full fees for the holiday period to secure their child’s place at the Centre. If you wish to stop your child’s enrolment, there is no guarantee that a place will be available for your child when you return from your holidays. Priority is given to the children on the waiting list and parents should get in touch with us two weeks prior starting to see if we have a place available for their child.

I ..... **(Parent’s Name) am liable for the payment of fees.**

**Parent’s Signature:**

.....

# Our Educators

Our educators are our most important point of difference. Each educator in our services is qualified and experienced. All educators share a common ethics of providing only the very best care and education for each child in our centres. All educators have up to date first aid, CPR, Asthma and Anaphylaxis training. Each educator shares the same passion and values, and we strive to have Australia's highest quality, best trained educators with a strong retention rate to ensure consistency and continuity for the children and families.

## Our Program

Tralee Gardens Centre embraces the Early Years Learning Framework and My Time Our Place for OOSH. Early Years Learning framework in a nutshell is largely based on the interests of a child or a group of children, and family input. Educators follow the children's lead and then introduce new and exciting activities to sustain their interests and deepen their explorations.

### **Our documentation includes:**

- Curriculum planning sheet
- Learning stories
- Portfolios
- Developmental summaries
- Strength trees-goals
- Family weekend book/OWNA Family posts

These documentations are done on OWNA app. Please fill the OWNA consent form.

### **School Readiness (Pre-School only):**

- Children are encouraged to bring in a clearly labelled drink bottle. Children are encouraged to drink from their bottle independently and recognize their names on the bottles. Parents MUST label their child's bottle clearly.
- The centre displays a list for families to write which school their child will be attending on OWNA. This assists families to become aware of children attending the same school as their child.
- The centre has a mini library where children borrow library books weekly. This encourages reading at home and process of looking after and returning the library book.
- Children are encouraged to bring in an EMPTY lunch box for two weeks in November where the educators wrap their sandwiches for lunch. This develops independence and motor skills to access and eat lunch.
- The centre has symbols next to the toilet to identify GIRLS and BOYS toilet. This assists children to identify gender specific toilets/symbols.
- The centre invites a principal of a public school to visit the preschool and talk to families and staff about school. This builds relationship with school and prior to children starting school. It provides an opportunity to talk about school expectations.
- The centre provides school props for children in the dramatic play area. Children rehearse going to school. Children dress up in school uniforms and engage in pretend play with school props.

We also use the PALS (Play and Learn to Socialise) Program which has been designed by clinical psychologists and early childhood educators for children from 3 to 6 years. Children are taught

constructive ways to solve problems that arise in social situations. This is done through stories acted out by puppets, video scenarios, probe questions, role play activities and songs. The skills taught are:

- Greeting others
- Taking turns: talking & listening
- Sharing
- Taking turns at play
- Asking for help
- Identifying feelings
- Empathy
- Overcoming fear and anxiety
- Managing frustration
- Calming down and speaking up

*Note: All experiences reflect the Early Years Learning Framework. It supports our philosophy that children learn through play and social interactions that take place during the day.*

**Please read our detailed transition to school policy kept in the policy manual.**

Your support in helping us implementing our transition to school program is much appreciated!

### **National Quality Standards (NQS)**

The National Quality Standards is a quality control system to ensure that all children in long day care centres have stimulating, positive experiences and interactions which will foster all aspects of their development. The NQS consists of seven quality areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

Please refer to National Quality Framework resource kit left next to the roll.

### **The Early Years Learning Framework**

The Early Years Learning Framework is a National Early Learning Framework for children from birth to five years. As the early years are a vital time for children to learn and develop, the framework has been developed to ensure your child receives a quality educational program. Educators will use the framework in partnership with families to develop learning programs responsive to children's ideas, interests, strengths, and abilities and recognise that children learn through play.

The Early Years Learning Framework describes childhood as a time of belonging, being and becoming.



- Belonging is the basis for living a fulfilling life. Children feel they belong because of the relationship they have with their family, community, culture, and place.
- Being is about living here and now. Childhood is a special time in life and children need time to just 'be' – time to play, try new things and have fun.
- Becoming is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

## Child Care policies and procedures

Our service has several policies and procedures pertaining to the care of your child. Our policies are located on OWNA centre documents and are available to review at any time. Parents will be given access to OWNA through enrolment. We have created a link below to some of our important policies. Please take time to refer these important policies. These policies, as well as others are saved on OWNA centre documents which you can access at any time.

Scan the QR Code for access to some of our Important Policies



### **LOST PROPERTY**

Any unclaimed items found in the centre will be placed into the "lost property box" of their section. They will be periodically displayed. Please check with an educator if any clothing is missing, or check yourself, in the lost property box. Any unclaimed items will eventually be donated to charity.

### **SUN PROTECTION**

Tralee Gardens staff implements strategies for skin protection, and act as role models by practicing SUN SMART behaviour. The centre provides sun smart labelled hats and parents are charged for them. Parents are encouraged to take the hats home at the end of their child's week to wash and bring them back at the start of their week.

We have a policy of "NO HAT- PLAY IN THE SHADE". If a child forgets to bring their hat, he/she will be offered the centre's spare hat, or if a child is unable to keep a hat on, they are required to play under a covered area.

Please dress your child in clothing that will protect the neck, shoulders, and upper body areas from the sun, particularly during the months of daylight saving. Singlet tops/tank/halter tops do not give adequate protection. Educators may utilise the centre's spare clothing to ensure adequate sun protection for a child not appropriately dressed. Educators will apply a SPF 30+ broad spectrum sunscreen to each child. Parent permission is obtained via the enrolment form. If your child has a particular sunscreen requirement (e.g.,

allergy), please provide an alternative sunscreen that educator can apply to your child. Children are encouraged to use available shade areas outdoors. Learning about the importance of our skin, and sun protection are areas incorporated into the program through planned activities and spontaneous discussion. Parents will receive a note in their child's pockets if their child is not dressed in sun smart clothing.

### **NO SMOKING**

In the interest of health and safety, Tralee Gardens has a policy of NO SMOKING either inside the premises, or outside on the property (this includes the car park area). This policy applies to educators, parents, family members and other visitors when the centre is open for business, and for meetings or other activities. Smoking is permitted 4 meters away from the entrance of the premises.

### **HANDWASHING**

To minimise the spread of infections at Tralee Gardens we have a hand washing policy. Parents are asked to please assist their child to wash and dry their hands or use sanitizer upon arrival and departure each day. This can be a valuable part of the "settling in and "goodbye" routine. The aim of this policy is to minimise germs going home on children's hands in the afternoons. We thank you for your cooperation with this. All children have their hands washed after nappy change (0-3 years) or using the toilet (3-5 years). Children also have their hands washed before meals, after sleep and after being outdoors. Staff also wash their hands at these times and wear gloves when serving food. We also have hand sanitizers available in all rooms.

### **EMERGENCY EVACUATION**

Emergency evacuations as well as lockdown procedures are regularly practiced, and the centre has individual plans for local emergencies including Fire, severe storm, medical emergency and pandemic. Fire extinguishers are strategically located throughout the centre. As part of our fire safety measures all children in attendance are noted from the electronic sign in device in the event of a drill or evacuation. Therefore, it is important to ensure that you sign your child 'IN' and 'OUT' of the centre each day.

### **FAMILY PHOTOS**

We encourage families to provide us with a family photo that will be displayed on our family tree. This supports your child's sense of belonging and makes you part of our centre's inclusion as we share many diverse families within our service.

### **PARENT INVOLVEMENT**

We work in partnership with our families. We encourage family involvement in our service. Some ways you can get involved in our service:

- Write in our 'Family Weekend Book' or post on OWNA
- Read the program and comment on it on OWNA
- Comment on our policies and Quality Improvement Plan (QIP) found on OWNA
- Share menu suggestions through email, verbally to educators, or comment on the menus on OWNA
- If any parent can offer skills to our program e.g., a musician may like to play their instrument for the children, policeman or fireman can visit the children.
- Read a book in home language or sing songs with the children.

### **Surveillance Camera (CCTV)**

We have installed CCTV cameras to help ensure the safety and security of children, employees, and visitors to our service. Surveillance footage may be used to minimise or eliminate immediate risks to children, employees, or visitors, or it may be used as evidence in any matter which involves the Police or Courts/Tribunals

### **OWNA App**

We understand the peace of mind that comes from receiving real-time updates on your child's day and what they are up to. Highly secure and encrypted for maximum privacy, OWNA is our way of keeping our families updated on the progress and status of their little ones.

### **CONFIDENTIALITY OF CENTRE RECORDS**

We value your privacy and have several initiatives in place to ensure the protection of your data. For more information on our Confidentiality of Centre Records policy, please visit our centre's website or ask our centre manager for more information.

### **When to keep your child at home?**

Temperature

- Diarrhoea
- Vomiting
- Head lice
- Whooping Cough
- Scabies ("the itch")
- Excessive discharge from ears, eyes or nose
- Severe skin rashes or infections
- Productive cough i.e. bringing up mucous
- Conjunctivitis
- Tonsillitis
- Chicken Pox
- Impetigo
- Ringworm
- Herpes (Cold Sores)
- Diphtheria
- Measles
- Mumps
- Rubella (German Measles)
- Covid-19

### **Health and Immunisation**

If your child is sick, they should stay at home until well. This is important as children are in very close contact with one another, and illness can spread quickly. If your child is on prescribed medication, please: Please fill in the medication form. Please sign the medication form and hand the form & medicine to an educator (Please do not leave medicine in your child's bag or locker as it is too easy for other children to gain access to it). If your child suffers with any symptoms of Asthma or Anaphylaxis, please have your doctor fill in an Asthma or Anaphylaxis Plan. In the interest of your child's safety please give us their Asthma or Anaphylaxis Plan before enrolling your child. Up to date Immunisation records for all children attending is required at the centre. Please supply a copy of your child's Immunisation History Statement at enrolment and when you updated them.

# Our Daily Practices

1. TEMPERATURE CHECKS
2. We conduct daily temperature checks of every child and visitors, upon arrival.
3. HAND SANITISER All children and visitors are to use the hand sanitiser upon entry and exit of the centre. Alcohol-based hand gel is used and stored safely around children.
4. DROP OFF AND PICK UP PRACTICE Parents are to buzz at doors for drop off and pick up for staff to attend to children.

## What to bring each day?

Please label your child's clothes, sheets, pillow, cups, and containers.

We thank you for your cooperation!

Babies Room	Toddler Room	Preschool	Vacation Care/ OOSH
<ul style="list-style-type: none"> <li>- Milk Bottles</li> <li>- Formula in a labelled container or divider</li> <li>- Sleeping bag</li> <li>- Bonjela</li> <li>- Panadol</li> <li>- Hat</li> <li>- Spare clothes</li> <li>- Water bottle</li> </ul>	<ul style="list-style-type: none"> <li>- Bed sheets - fitted sheet &amp; light blanket</li> <li>- Spare clothes (shirt, pants, socks, jacket)</li> <li>- Hat</li> <li>- Water bottle</li> <li>- Pull ups (if needed)</li> </ul>	<ul style="list-style-type: none"> <li>- Bed sheets – fitted sheet &amp; light blanket</li> <li>- Spare clothes (shirt, pants, socks, jacket)</li> <li>- Hat</li> <li>- Water bottle</li> <li>- Nappies (if your child is not toilet trained)</li> </ul>	<ul style="list-style-type: none"> <li>- Water bottle</li> <li>- Sun hat</li> <li>- Spare clothes (socks, pants, shirt, jacket)</li> </ul>