

**OUTLETS CO-OPERATIVE
NEIGHBOURHOOD HOUSE
LTD**
**Newport Community Education
Centre**

**PARENT
INFORMATION
BOOKLET**



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Outlets Co-operative Neighbourhood House LTD – Approved Service SE-00015784

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Other information - Please make an appointment with Office to view (below):
Communication Methods refer to Organizational Chart – in Office
Child Care Policies and Procedures available – in Office

Outlets is using **Qikkids** software (database) for Parents/Child information which is connected to CCS (Gov) to enable CCS to be passed onto families.

As we are ALL new to this system please have patience, as we learn together, this system and new CCS requirements.

Childcare Centre Philosophy

Outlets childcare centre aims to provide high quality childcare in a positive and nurturing environment that is secure and stimulating.

The partnership that exists and develops between careers and families is crucial and of utmost importance in providing the best quality care for each individual child.

We believe that childhood is a unique and valuable stage of life and are committed to the care, overall development and education of each and every child.

We believe that children learn through play, using hands on approach and that social interaction is a very important aspect in their learning and the building of confidence, empathy and self-esteem. Above all children learn when having fun, feeling valued, making friends and finding their own place within society.

Children's Development

Coming to this Centre can be an exciting and stimulating experience for your child, full of variety, creativity and social interaction. Through play (participation and involvement) this Centre believes every child is entitled to high quality care and is committed to the overall development of each and every child. Our program particularly aims to develop their emotional, social, cognitive, language, creative and physical development.

Through interactive play children learn through these key principles:

- Seeing
- Hearing
- Smelling
- Touching

<p>LITERACY/LANGUAGE</p> <p>For children to develop both expressive (speech) & receptive (listening) skills. First stages in developing reading & writing skills.</p>	<p>Books/ Stories & Drawings</p>	<p>LEARNING OUTCOME:5 Communication</p> <p>Children are effective communicators: including using verbal & non-verbal skills, engaging in a range of texts, express ideas and understanding technology.</p>
<p>CREATIVE/DRAMATIC</p> <p>For children to develop social & emotional skills and to encourage their imagination and creativity.</p>	<p>Imaginative play Home corner Dress Ups Painting & Pasting</p>	<p>LEARNING OUTCOME:1 Identity</p> <p>Children have a strong sense of identity; they learn to interact with others, develop resilience, confidence, respect & empathy for others.</p>
<p>PHYSICAL</p> <p>To further develop fine & gross motor skills, to help with hand/eye co-ordination, balance and spatial awareness.</p>	<p>Outdoor Play Play Dough Music & Movement</p>	<p>LEARNING OUTCOME: 3 Wellbeing</p> <p>Children have a strong sense of wellbeing; they begin to take responsibility for their own health, physical, social and emotional wellbeing.</p>
<p>CONGNATIVE/MATHS</p> <p>For children to begin learning problem solving, sizing, grouping and counting.</p>	<p>Puzzles Constructions Games</p>	<p>LEARNING OUTCOME: 4 Learning</p> <p>Children are confident and involved learners; they begin to develop a range of skills such as problem solving, inquiry, hypothesizing and investigating.</p>
<p>THE WORLD AROUND US</p> <p>To explore the world around us, the environment, seasons, peoples and places.</p>	<p>Further develop understanding of seasons, Animals & Places.</p>	<p>LEARNING OUTCOME: 2 Community</p> <p>Children are connected with and contribute to their world; respond to diversity with respect for their environment, begin to understand the rights and responsibilities necessary for active civic participation.</p>

Childcare Booking System

Outlets Co-operative Neighbourhood House Ltd is an approved provider for the Child Care Subsidy (CCS) service.

Parents are required to register with My Gov and Centrelink to receive the subsidy.

NB: Please see office for further information as 'how to do'

Permanent care bookings are available for 5hour sessions. We will take a maximum of 16 permanent childcare bookings for each particular day and continue to maintain our flexible occasional care service of providing 3hour sessions to parents.

A permanent childcare booking secures your position for the full term and alleviates you from having to ring and make bookings from week to week.

Childcare is provided for all adults undertaking a course at Outlets. We ask that you notify us upon enrolling in your course if you require a position in the crèche.

Please refer to **Fees and Policy addendum for more information, a late collection fee also applies, see this policy for more details and **CCS information***

Enrolment

Families wishing to use the childcare services at Outlets Co-operative Neighbourhood House Ltd are required to complete an enrolment form prior to leaving their child in care. This form can be completed and returned prior to commencement or filled in prior to your first booked session.

As of January 2016, it is a legal requirement by the State of Victoria, Department of Health and Human Services for parents to provide a copy of their child/s vaccination book accordingly with the childcare enrollment form. (No Jab/ No Play Legislation)

If your child suffers from allergies, specifically anaphylactic reactions, epilepsy, or diabetes there are additional documents and management plans that we require.

Authorisation for medical authority and transport in case of emergency is required and signing of the Common Written Agreement (CWA) is required.

If applicable: A copy of any court orders and/or restraining orders must be attached to the enrolment form if relevant to your family. This is a legal requirement and the details of any court orders shared with staff of the centre will remain confidential.

Refer to **Fees and Policy addendum for more information and **CCS information**.*

Signing in and out

Parents are required to sign their children in and out of each session.

Outlets utilises **Electronically Sign in and Sign out**, as per Federal Gov CCS requirements.

Outlets **Qikkids** software is called Kiosk you will be instructed to create a PIN that you and you alone will use, other persons you have on enrolment form will need to create their own also.

We are an educational centre, that provides recreational classes and pre-accredited courses to Adult. We would appreciate it if all parents/ Guardians are mindful when

picking up or dropping off your child/children so not to disturb the educational courses in house with loud noises.

Settling into Childcare

The introduction into childcare can be difficult for some parents and children. The children's welfare and happiness are of great priority to staff.

The staff at Outlets recognize that each individual family will vary in their needs and do their utmost to make this transition as smooth as possible for all.

Below are some helpful hints for families settling into childcare

1. Familiarise your child with the environment and people within the setting.
2. Provide a comforter for support; this can assist in making the child feel more secure
3. If your child is unsettled, make your visits shorter and build up until your child has gained trust and familiarization with the environment. Communicate and interact with staff effectively.
4. The positive interaction between staff and families can produce a positive role model for the children.
5. Try to talk to the children at home about childcare, mentioning the names of staff and various activities they can do or have done.
6. Let the staff know of effective settling methods you use at home
7. When you are ready to leave it is best to say goodbye to your child then leave.

Try not to hesitate even if your child is upset, reassure them that you will return later. At first some children will protest strongly while others many not. Some may even take a day or two then react. This occurs because they have grasped that you will be leaving. The important thing to remember is that children do learn that you do return and that they do have fun while they are here.

Persevere and be consistent, the staff are more than willing to offer individual suggestions and discuss any concerns you have.

Session Times

HOURS OF OPERATION AND FEES

Fees Information Policy-Procedure

- Refer to Page 15-16 in Handbook

OFFICE HOURS	Monday – Thursday	9am – 3:30pm
	Friday	9am – 2pm

Hours - Sessions

Child Care (5 HOUR SESSION)
Monday, Tuesday, Wednesday, Friday **9am- 2pm**

Child Care (3 HOUR SESSION)
Monday, Tuesday, Wednesday, Friday
9am – 12pm or 11am-2pm

FEES *please refer to Fees Information – Policy and Procedures*

\$70.00 5hr session per child

\$42.00 3hr session per child

Sibling Care - \$60.00 5hrs session

\$35.00 3hr session

***Families to be register with MyGov and Centrelink to received Child Care Subsidy (CCS)**

Occasional/Flexible care - Bookings are to be made on a weekly basis.

***PERMANENT CHILDCARE PLACES**

- Are available for 5 Hour sessions (3hr session negotiable)
- Permanent Places are booked for a specific day and time of week and for length of school Term (10-11weeks) payment is paid in FULL for term.

Adults attending Courses/Classes at Centre - childcare is available:

These hours may vary though predominately

Mornings	9am – 12pm
Afternoons	12pm – 2.00pm

Daily Routines and Program Planning

Outlets childcare centre has set routines which cover approximate times for daily activities such as sleep time, nappy changes, snacks and meals. Routines will vary according to the individual needs of each child, the weather and the age of children booked for each session.

For more information about the routines please speak with the team in the childcare room. Outlets early childhood program reflects appropriate developmental stages by following the Children's early years learning and development framework.

Staff will observe children on a regular basis using the observations for developing individual objectives for each child. The overall group program is displayed on the wall/door outside the childcare room listing all programmed activities and objectives.

Parents are welcome to discuss their child's development with the staff if they have any concerns.

Daily Program Morning & Afternoon Session

9.00am-10.00am	Children arrive and settle into the crèche Quiet indoor activities Eg. Puzzles & Books
10.00am-10.30am	Morning Tea
10.30am-12.00pm	Indoor & Outdoor Play Imaginary and sensory play
12.00pm	Lunch Time
12.30pm-2.00pm	Quiet and Creative play Eg. Natural materials like stones and leaves.

Available Policies

Our Childcare policy booklet is situated in hard copy at the sign in/out book of both the crèche room.

If you would like a copy of any of the policies within this book, please approach the office and we will endeavor to have that policy to you within 24 hours.

All of our childcare policies have been developed and implemented as a course of action for all within their scope.

Policies work as a guiding set of principles for the management of affairs. They give a definitive course of action and embrace general goals and acceptable procedures.

Please view the policy book for all available policies. It is vital that families are aware of any policies affecting them and the childcare department.

If you are unclear on any information entailed within this booklet, please speak to the office or childcare staff for clarification.

These policies have been developed and update when new amendments are requested in accordance with regulations set Children's Services Regulation SR No.32/2020

Sickness

If your child is unwell and will not be attending for their booked session, we ask that you phone and notify the centre as soon as possible. Alternatively, you can leave a message on our phone.

It is essential that contagious/communicable diseases be reported immediately. Children are to be excluded in accordance with the exclusion list as set by NHMRC refer to page 18 of this Handbook.

Outlets will notify all families that utilize the centre of contagious/communicable disease (as per schedule) by displaying a sign throughout the centre. All personal details will be kept confidential, only the communicable disease and day/approx of attendance will be recorded.

Illness and emergency care

Children attending Centre will undergo a non-contactless Thermometer reading, with Parent present, this will be recorded on daily intake list. Refer to non-contactless Thermometer reading procedure and CoVid Plan.

When a child becomes ill after admission, the parent/guardian will be contacted immediately; if the parent/guardian is unable to be contacted, the emergency contact person will be notified immediately. Arrangements will be made for the child to be collected from the centre as soon as possible. Until the time of collection, the child will soon be made comfortable and remain under close supervision.

In the case of a medical emergency, an ambulance will be contacted immediately, and appropriate first aid procedures will be taken out until the arrival of the ambulance. The parent/guardian will be notified and if they are unable to be contacted, the emergency contact person will be notified immediately. CSReg r109

If a serious incident has occurred the Co-ordinator, MoC or nominated Supervisor 2IC for must notify the Department of Education and Training on 7005 1801

wmr.qar@education.vic.gov.au within 24hrs.

Staff

Outlets employs staff with appropriate qualifications, skills and experience.

These include Working with Children's Checks, AFB Police Checks, Protecting Children- Mandatory reporting, Anaphylaxis, Asthma Training, CPR and First Aid certificates

**Outlets supports Staff in continuous improvement capabilities and Professional development opportunities to enhance delivery of service as educators in childcare.*

Outlets ensures staff have a minimum Certificate III in Children's Services and Diploma in Early Children Education and Care or enrolled and training in appropriate qualification and percentage % has been completed, in compliance with the Children's Regulations Qualifications requirements for Approved Service - Occasional care

Student Placements and volunteers

Outlets continues to have a commitment to improving and encouraging work within the childcare sector. We maintain links with various training institutions and providers by

offering students placements within our centre. All students and volunteers have undergone the necessary security checks required before they begin their placement with us.

Students gain valuable experience in the childcare field by under direct supervision of our qualified staff.

Centre Management and Operations Team

Outlets Co-operative Neighbourhood House LTD is an independent non-government Centre. The Centre operates holistically with Adult Education, Health and Wellbeing Course, Pre-Accredited Courses, Emergency Relief, Support, Referral and Information Centre and Childcare delivery. Direction and Management is a Volunteer Committee called Directors who employ CEO to oversee and manage the Centre
For more information as to the Centres operation please speak to Office.

Approved Person - Management of Control – Therese McKenney – CEO/Director

Approved Person – Jessica Martinez – Administration 2IC

Child Care Educator – Duyen Ngo

The Centre have reliable Casual Childcare workers who we engage when required.

Emergency Procedures - Evacuation

The centres emergency procedure is displayed throughout the centre and is also available in the policy booklet.

In view of an emergency ever occurring and requiring evacuation, the children are routinely lined up at the crèche preparing for outdoor play. By continually implementing this procedure (of single file lining up and procession outdoors), the children will have developed a routine of what is required when asked to line up at the door in preparation to go outside.

Provision of dealing with complaints.

All complaints must be directed to the Co-ordinator for prompt attention who reports to the Committee of Management. Refer to Grievance and Complaints policy.

If the complaint involves the conduct of any person within the Children’s Service Centre concerning care, protection and safety of any child with the centre, the proprietor of “Outlets” must notify the Department of Education and Training on 7005 1801 wmr.qar@education.vic.gov.au within 24hrs.

Behaviour

Outlets is committed to using a positive approach in relation to the guidance of children’s behaviour. Staff aim to recognize why certain behavior may occur and encourage a more acceptable form of behaviour. Staff influence children through their actions and interactions. Behaviour management always considers the child’s abilities and developmental stages, their capacity to understand and control behaviour.

Outlets staff are committed to reinforcing positive behaviour through approval, building on children's strengths rather than focusing on their weaknesses.

Behaviour management is constructive direction by staff to ensure children, child and staff are in a safe learning environment, overseen by CEO/Licencee and implemented through Policies. **refer to Behaviour Management Policy and Procedures*

Medication

If your child requires the administration of medication whilst in attendance, please ensure that the medication is clearly labeled and given to the appropriate staff member. Medication prescribed by your doctor is the only medication, which will be administered.

It is imperative that under no circumstance medications are left in children's bags. The medication book must be filled in prior to parent/guardian departing. Two (2) staff members check all dosages. CSReg r108(b) r109 r110

Clothing

As children learn a lot through play, they will be encouraged to explore a wide range of activities, including some that may be messy.

We ask that families dress children in clothes that will allow them to feel comfortable, move freely and withstand play that may be messy.

All clothing should be clearly labeled and easily removed for toileting and nappy changing purposes. Please supply a change of clothes in your child's bag in case of incidental accidents.

Sun safety and Outdoor play

Outlets is an accredited Sun Smart centre. When dropping children off for care please ensure that a broad-spectrum sunscreen has been applied. Sunscreen will be re applied by staff providing you have given permission for the staff to do so on your enrolment form.

Families are required to supply either a wide brimmed hat or legionnaire style hat in their children's bag for outdoor play.

**Refer to Addendum A page 11-15 Sun Smart Policy in this Handbook*



Addendums: A

Outlets Co-operative Neighbourhood House Ltd t/a Newport Community Education Centre

SUNSMART POLICY

1. Purpose

The aim of this policy is to:

Ensure that children, staff and patrons that utilize the centre are protected From damaging levels of ultraviolet (UV) radiation from the sun.

This policy outlines what our service does to ensure and protect from the Overexposure to ultraviolet radiation from the sun.

To raise community awareness and communication to the damaging effects and risk

From overexposure to ultraviolet radiation from the sun.

To assist children in developing a responsible awareness, healthy behavior and lifelong attitude toward protection from the suns ultraviolet radiation.

2. Scope

This policy applies when planning or undertaking any event or activity outdoors from mid August until the end of April and whenever the UV index level reaches 3 and above.

Particular care should be taken between the hours of 10am and 3pm when the UV index levels reach their peak.

This policy applies to all staff, parents/guardians, children, Committee of management, volunteers and other person relevant to the centre, including visiting specialist and placements

3. Background and Relevant Legislations

Whenever UV index levels reach 3 (moderate) and above sun protection is required. At that level, UV radiation can damage the skin and lead to skin cancer.

In Victoria, average UV Index levels are 3 and above for most of the day from mid August to the end of April reaching their peak between 10am – 3pm.

Australia has the highest rate of skin cancer in the world. Young children and babies are at particular risk of sunburn and skin damage due to their sensitive skin.

The National Childcare Accreditation Council Quality Improvement and Accreditation Systems require all childcare services to have a sun protection policy in place.

Early Childhood services have a Duty of Care and responsibility to implement skin cancer prevention strategies for children and staff health.

Children's Services Guidelines

Occupational Health and Safety Act 2004

Children Services Act 1996

4. Definitions

Duty of Care – This refers to the need to protect children against foreseeable harm

Protective – Serving to protect

Ultraviolet radiation – invisible rays that come from the sun. Ultraviolet radiation can damage the skin and cause melanoma and other types of skin cancer. Commonly referred to as "UV Rays", consist of both UVA and UVB rays from the sun. Without proper protection, UV rays can lead to various eye conditions and damage.

Physical environment – In this policy refers to the environment in which is outdoors used.

Broad Spectrum – broad-spectrum sunscreens contain products to block both UVA and UVB rays.

5. Procedure

The licensee of the centre shall ensure that:

Their **Duty of care** is met in relation to staff and children at the service by Implementing and following the implemented skin cancer prevention strategies.

A safe working environment in accordance with Occupational Health and Safety Act is provided.

The physical environment contains sufficient shade and the availability of shade whilst on excursions is considered in staff planning.

That staff, parents/guardians are aware of this policy and the enforced Sun Smart recommendations in relation to appropriate attire and preventative measures.

That staff, parents/guardians are aware of the consequences if the appropriate attire and preventive measures are not followed.

The Management Committee and staff monitor and review the effectiveness of the sun protection policy and revise as required.

Reminders are placed in the Newsletter on regular intervals throughout the year and posters and signage is displayed throughout the centre.

Sunscreen is available for staff and children to use between the months of Mid-August to May.

The staff responsible for the care of the children at the centre shall ensure:

1. They act as a responsible role model by wearing sun protective hats, clothing and sunglasses, apply SPF 50+ broad spectrum water resistant sunscreen and seek shade whenever possible whilst outside.
2. That families are aware of the following list of requirements to comply with this policy during the months of mid-August through to the end of April.
3. Children are to wear loose fitting clothing that covers as much of the skin as possible. Children are to wear hats that protect their face, neck and ears, i.e. legionnaire, broad brimmed or bucket hats (baseball caps are not recommended)
4. It is suggested that children wear or bring close fitting, wrap around Sunglasses that meet the Australian Standards and cover as much of these area as possible.
5. That children have SPF 50+(or higher) + broad-spectrum water resistant sunscreen applied prior to attending the centre.
6. Provide appropriate SPF 50+(or higher) + broad-spectrum water resistant sunscreen for their child if they do not want the centres to be used
7. Infants between the ages of birth to 12mths are kept out of direct sunlight and that parents/guardians are aware of the following additional precautionary measures.
8. Physical protection such as shade, clothing and broad-brimmed hats are the best sun protection measures. If babies are kept out of the sun or well protected from UV radiation by clothing, hats and shade, then sunscreen need only be used occasionally on very small areas of a baby's skin. The widespread use of sunscreen on babies under 6 months old is not recommended.

9. That the five sun protective measures as listed above are followed (SLIP SLOP SLAP SEEK SLIDE)
10. That parents/guardians have indicated on their child's enrolment form whether they give permission for staff to apply sunscreen to their child whilst in the centres care.
11. Sunscreen is applied in accordance with the manufacturer's directions (which state to apply at least 20 minutes before going outdoors and reapply every two hours, or more frequently if sweating or swimming).
12. Children that are able to apply their own sunscreen under supervision are encouraged to do so to assist in fostering their independence and responsibility.
13. Staff will follow guidelines and advise from the National Health and Medical Research Council in appropriate application of sunscreen.
14. Ensure sunscreen is stored in a cool place, out of the sun and the expiry date is monitored.
15. Children are encouraged to use available areas of shade whilst when outside.
16. Provide the child with a hat if the parents/guardians have not provided one for outdoor play.

The parents/guardians of children that attend the centre shall ensure that:

- They strive to continue the continuity of sun protective measures and role modelling to the best of their ability whilst outside the centre.
- When in attendance at the centre they act as role models and practice sun smart behaviours themselves.
- They provide the child with appropriate and recommend protective attire for them to wear whilst at the centre.
- This includes loose-fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Families are asked to choose tops with elbow-length sleeves, higher necklines (or collars) and knee-length or longer style shorts and skirts for their child.
- If a child is wearing a singlet top or shoestring dress, they will be asked to choose a t-shirt/shirt to wear over this before going outdoors.

- Apply sunscreen SPF 50+ (or higher) + broad spectrum, water resistant) to their child prior to attending the centre during the months of mid-August through to the end of April.
- Have indicated their approval of childcare staff applying the centres sunscreen to their child or have provided their own from home.

6. Related documents and policies.

Child enrolment procedure.

www.office-for-children.vic.gov.au

(Outdoor play guide for Victorian children's services)

www.bom.gov.au/announcements/uv/ (UV index readings)

National Health and Medical Research Council (application of sunscreen)

www.sunsmart.com.au (Early Childhood Sun Smart Bulletin 'Outside')

<http://www.cancer.org.au/> (Sun Safety)



Addendums: B

**Outlets Co-operative Neighbourhood House Ltd – Newport Community Education Centre
Long Day Care – Transitional 9391 8504**

FEE INFORMATION – POLICY AND PROCEDURES

Families are encouraged to register with My Gov contact Centrelink to determine eligibility for Child Care Subsidy (CCS) or Assisted Child Care Subsidy (ACCS) as the Centre is **an approved service**.

Families to receive CCS or ACCS register with My Gov visit www.education.gov.au/childcare for more information and estimator. Please contact Centrelink on 13 61 50 if you require assistance.

Fee Schedule per child = \$14 per hour.

	Adhoc/Flex/casual	Permanent	Permanent-Multiple Day 2019 Discount
Centre operates with set session times			
5 hour sessions	\$70.00	\$70.00 1x day	\$65per day (2-3days Perm per week)
*Sibling Care	\$60.00	\$60.00	as above
3 hour sessions	\$42.00		
*Sibling Care	\$35.00		
Centre Class Child Care	\$5 (2hrs)		
Centre Volunteers/Committee			

Permanent bookings are invoiced weekly (*refer to Method of Payment*)

Casual Booking are to be paid on day or in advance (*refer to Methods of Payment*)

If child is **unable to attend session** centre **MUST** be notified at earliest convenience (*refer to Non-Attendance*)

Payment **MUST** be made when Centre requests or Invoices.

If Bad Debt occurs child will not be accepted in care until payment is made. *Refer to bad debts*

Families are to commit by signing of ***Common Written Agreement-Enrolment Form (*CWA)** and notify Centre if changes within family situation occur.

For Childcare Subsidy (CCS) you must have your eligibility determined by contacting Centrelink You can visit www.education.gov.au/childcare and complete an estimator program to find out more information and process.

The Childcare Subsidy (CCS) is paid to the centre, and Centre passes this onto the Family fees so Parent pays the 'Gap'

Types of Care

Permanent childcare (Formal care)

Permanent can be 1 day per week or up to 3days (maximum total of 15hours per week)

This is available on Term basis – (Victorian School Calendar year.)

Permanent Care is for the 5hr day sessions (3hr session brackets- negotiable)

Bookings will be taken midway through term for interest to keep permanent position in following term.

Families are to commit by *CWA Permanent position and notify Centre if changes within family situation occur.

Adhoc/Flexible/Casual Care bookings (Informal care)

Casual Occasional care is available at same costs.

Full fee will be charged, unless proof of CCS eligibility % is produced (or ACCS)

Payment to be made on the day of care, when dropping of child/ren, unless otherwise negotiated*.

*Families to commit by *CWA to pay direct credit to Centre on receipt of Invoice.

***Families to pay a Levy/Bond** – Centre to hold Levy/Bond and reimburse family on confirmation of CCS (ACCS) subsidy

Cancellation:

A 3-week cancellation policy period applies to ALL changes to permanent bookings.
(*Permanent childcare*) Families to provide a **written notice of cancellation** if they wish to cancel their booking
Fees will be accruing until written notification is received.

Non-attendance: Permanent care bookings

Sickness: If child is ill (or carer)– centre to be notified, medical certificate presented within 7days – in such circumstance's family will NOT be billed for session of care.

Sickness: Centre was NOT notified - payment required

Absenteeism: NO notification, NO show - payment required

Holidays: Centre must be notified 3weeks in advanced in writing, consideration to waiver costs negotiable

42days allowable absenteeism

Payment:

Payment for 1st(First) childcare session is to be **PAID at FULL rate on day or prior to care.** Once confirmation of CCS (Child Care Subsidy) is confirmed through MyGov and CCS then costs will be credited to fees. (%)

Methods of Payment:

- Cash
- EFTPOS
- Direct Credit - Centre invoices families, for permanent Term bookings (in advance) Families to commit by CWA to pay direct credit to Centre on receipt of Invoice.
- *Families to pay a Levy/Bond – Centre to hold LevyBond and reimburse family on confirmation of CCS (ACCS) subsidy

Bad Debts: \$15.00 administration fee incurred to party

If payments have not been finalised. CEO will contact family and/or service for payment.

Invoice will be forwarded to last known address.

Payment plan can be negotiated with family.

If a Collection officer is required/engaged family will incur costs.

Recommended minimum exclusion periods

ADAPTED FROM STAYING HEALTHY | 5TH EDITION | 2013

Condition	Exclusion of case	Exclusion of contacts ^a
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV) infection	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded
Cryptosporidium	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Diarrhoea (No organism identified)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Glandular fever (mononucleosis, Epstein Barr virus (EBV) infection)	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded. Contact a public health unit for specialist advice
Head lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice	Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible	Not excluded
Human immunodeficiency virus (HIV)	Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses	Not excluded
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded
Hydatid disease	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well	Not excluded
Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash	Immunised and immune contacts are not excluded For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded. Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case
Molluscum contagiosum	Not excluded	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated and incompletely vaccinated contacts, or antibiotics
Pneumococcal disease	Exclude until person is well	Not excluded
Roseola	Not excluded	Not excluded
Ross River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours ^b	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Toxoplasmosis	Not excluded	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is produced from the appropriate health authority	Not excluded. Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics
Varicella (chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred	Not excluded

^a The definition of 'contacts' will vary according to the disease—refer to the specific fact sheet for more information.

^b If the cause is unknown, possible exclusion for 48 hours until cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 48 hours.
Adapted from SA Health Communicable Disease Control Branch: <http://www.dh.sa.gov.au/pets/branches/branch-communicable.htm>. Note that exclusion advice is consistent with Series of National Guidelines (SoNGs) where available.

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