





INSPIRE ● CARE ● SHARE ● LEARN

## **WELCOME**

Welcome to Kids' Early Learning!

We understand that for children to reach their full potential, they need to be cared for in the right environment and by the right people.

At Kids' Early Learning, we offer a very unique and special place for your child. Together, we can do great things for your child and your family.

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## OUR WHY, MISSION AND PHILOSOPHY

We align our why, mission and purpose to our programs to ensure the best learning environment for children.

### OUR WHY

We inspire every child to care, share and learn from one another so that we to help create great people for our city.

### OUR MISSION

We want our city's children to be happy, safe and confident by giving them care, support and a quality early learning experience.

### OUR PHILOSOPHY

- All children have a right to be protected and cared for in a safe environment which reflects and shows respect for diversity.
- We believe child protection and access to high-quality education programs are every child's right.
- Families are acknowledged as the most integral part of a child's life and we seek to work together to foster a sense of belonging for both the child and their family.
- Our services are consistent with the National Quality Standards, the National Regulations and National Law including for school aged children, and the Early Years Learning and My Time, Our Place Framework.
- We will collaborate with other Council services to improve the overall delivery of children's services to customers.

### OUR VALUES

**FRIENDLY, PLAY BASED AND  
FUN LEARNING**

**TRUSTING FAMILY  
PARTNERSHIPS**

**RESPECTFUL RELATIONSHIPS  
WITH CHILDREN**

**HEALTH, WELLBEING AND  
SAFETY FOCUSED**

### OUR OPERATIONS

Kids' Early Learning is owned and operated by Blacktown City Council. We have been operating for more than 40 years and currently have over 1,800 children across 29 services making it one of the largest childcare operations in New South Wales. We offer families a range of programs and services for children aged between 6 weeks and 12 years old.

We operate our services in an efficient and effective way for our community, and consider the financial and environmental sustainability of the Council.

As a not-for-profit, Council-owned and operated business, we offer the assurance of appropriate monitoring and governance with a commitment to providing safe, affordable and accessible support services to the community we serve.



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## OUR SERVICES

Kids' Early Learning offer a wide range of services across many types of care. We employ qualified early childhood teachers, childcare aides, assistants and cooks who participate in ongoing training throughout their employment with us.

### LONG DAY CARE

Our 27 long day care centres, located throughout Blacktown City, offer up to 11 hours of care per day for children aged 6 weeks to 6 years.

We provide the nurturing care that babies and toddlers need. Talking, playing, singing, reading, listening, moving, feeding, watching and touching are just a few of the many ways we nurture development. We aim to form a good foundation across physical, social and emotional skills to provide the best start to learning.

Our daily programs help prepare children with the communication and language, physical development, personal, social and emotional skills they need to be confident, self-assured and independent children.

We provide all meals, including breakfast, morning tea, lunch, afternoon tea, and an evening snack, and cater for children with allergies and special diets.

### PRESCHOOL

Our preschools provide care with a focus on education to prepare 3 to 6 year olds for school. Our daily programs run from 8.30am to 3.00pm and provide the nurturing care that young children need. We help them learn the skills they need to be confident, self-assured and independent students. Our programs are designed to suit each child's stage of development and socialisation.

The individual programs are challenging and appropriate to each child's stage of development, encouraging them to think, feel, ask and explore as well as enhancing their feelings of self-esteem and self-worth.

At our preschools, we encourage healthy eating. Children are asked to bring a nutritious, packed lunch in a clearly labelled lunch box and a drink in a clearly labelled drink bottle. This provides grounding in a normal school day schedule.

### OUT OF SCHOOL HOURS CARE (OSHC)

Our before and after school care services are available to children aged 5 to 12 years. Our service offers a range of activities between the hours of 6:45 and 8:45 am and 3 pm and 6 pm during the school terms, excluding public holidays. We provide appropriate areas and resources for children to play, learn and develop. We offer experienced educators who can provide homework assistance to help make it easier for parents and students. Importantly, we encourage time to rest, relax and be active according to their needs.

### VACATION CARE

Our fully approved, supervised vacation care runs indoor and outdoor programs with a focus on: arts and crafts, literacy, numeracy, construction, science, nature, drama and fun team games. Some activities incur compulsory minor costs for travel, entertainment and materials.

Available in NSW public school holiday periods.

### FAMILY DAY CARE

Our Family Day Care service responds to the diverse needs of our community, by providing quality education and care programs in a home environment for children aged between 6 weeks to 12 years.

Our family day care services can offer weekend and overnight care, part-time, before and after school care, vacation care and full-time long day care options.

Underpinned by the Australian Government's National Quality Framework (NQF), our service is provided by a network of qualified educators who are trained and monitored under the Kids' Early Learning Family Day Care Scheme.

From their own homes, our Educators provide care for up to 7 children (4 under school age and 3 attending school, including their own children) – providing children with the opportunity to learn and develop their social, physical, literacy and numeracy skills in a small group environment.

Family day care Educators are encouraged to attend playgroups to give children the opportunity to interact in larger groups.







## READY FOR LIFE, SAFETY AND SCHOOL

We want our community's children to have the very best start in life. At Kids' Early Learning we endeavour to prepare your child to leave our care with the confidence and skills to meet the challenges of school and life.

At Kids' Early Learning, our 'Why' is to inspire children to 'Care, Share and Learn', by providing the right environment to allow them to explore, discover and create.

Play-based learning is at the core of our educational programs. We work with our families to help prepare children for life and school by providing three 'Ready for' programs which are embedded across all our services:

READY FOR SCHOOL

READY FOR LIFE

READY FOR SAFETY

These programs are individualised to suit each child's interests, stage of development and social skills.

All our educational programs have been endorsed by professionals in the early childhood sector, and reflect the Early Years Learning Framework and complement the National Quality Framework.

## CLEANLINESS AND WELLNESS

A clean and safe environment for the children in our care is very important at Kids' Early Learning.

We have adopted a standard of cleanliness across all our centres to ensure we are providing the best hygienic conditions for your child.

From the regular inspection of toilet areas, the use of hand sanitisers and daily disinfecting through to the maintenance and cleaning of equipment, toys and books we publicly state what our standards are and aim to deliver them. Keeping your child safe and well is essential, so we have robust policies and procedures in place on cleanliness as well as wellness as set out below.

### IMMUNISATION

We require a copy of your child's Immunisation History statement prior to their commencement date.

We will only enrol children who are fully immunised for their age OR have a medical reason not to be immunised OR are on a catch-up schedule. If they have an immunisation exemption form, this will need to be provided.

We encourage you to visit [www.health.nsw.gov.au](http://www.health.nsw.gov.au) for further details on children's immunisation.

Our Centre Directors and Family Day Care Educators will inform families of any outbreak of a vaccine preventable disease. We are also required to notify the NSW Department of Health.

If your child is not immunised and there is an outbreak of a vaccine preventable disease, your child will need to be excluded from the service for a period of time. Fees will still apply during this period of absence.

### SICKNESS

We recognise that both our staff and children are vulnerable to infections and ask parents/ guardians or carers to not bring their children to care if they're unwell.

We reserve the right to refuse entry to any child or parent, who in the observation and opinion of the Centre Director or Family Day Care Educator, is not well enough to attend or poses a risk to other children and staff.

### MEDICATION

We require written consent to administer any medication to your child whilst they're in our care. This consent must clearly state what type of over the counter medication is allowed, including any general practitioner prescribed medicine. Prescribed medication should be provided in its original container with the child's name, dose and how often it needs to be taken on it. A pharmacy label must be obtained with the appropriate details clearly shown.

If your child has started a course of antibiotics, the child cannot attend for 48 hours from the time of the first antibiotic being taken.



## SAFETY AND PROVIDING A RESPONSIBLE CARE ENVIRONMENT

A safe environment for the children in our care is vital for everyone at Kids' Early Learning.

### SAFETY

We are 100% committed to the physical, social, emotional and intellectual wellbeing of your child. If any of our staff or family day care Educators suspect that a child is at risk of harm or has sustained actual harm, they are bound by law to notify the relevant child protection authority, in line with NSW state legislation.

All of our staff and educators have appropriate working with children certifications.

You can help us to ensure our children are protected from risk at all times by:

- securely closing all gates and doors behind you as you enter and exit the rooms, buildings, playgrounds and premises of your child's centre or family day care Educator's house.
- never leaving any children in the car when collecting your child.
- being conscious of children's safety when using the car park and driveway entries and exits.

### SECURITY

Children may only be collected by an authorised nominee, parent/guardian or carer. Authorised nominees must show photo ID to educators prior to collecting a child and signing them out.

Staff will check the name on the photo ID against the list of authorised nominees before allowing the child to leave the service. A person cannot collect a child if they do not have photo ID, or if the photo ID does not match the nominees listed on the child's enrolment.

If someone other than an authorised nominee is collecting your child, you are required to provide the details of that person to the Centre Director or family day care Educator in writing. A form of photo identification must be shown at the service upon arrival to pick the child up.

If our staff are concerned for the safety of a child or do not consider a person to be in a fit state to take responsibility for a child, they will exercise their duty of care by not allowing the child to be removed from the service by that person. In this circumstance, staff or family day care Educators will contact the parents/guardians or another authorised nominee to collect the child.

### ACCIDENTS

We make every effort to prevent accidents, but unfortunately we cannot guarantee 100% prevention. When accidents occur, first aid is always administered by a qualified person who will decide the appropriate course of action. All accidents are recorded in a written accident report which will be provided on the collection of the child. The report is signed by the Centre Director or Family Day Care Educator and the parent/carer.

Should a child need treatment outside of the service, the parents/carer will be contacted immediately. A senior staff member will remain with the child until a parent arrives.



## FOOD

Kids' Early Learning is committed to encouraging good health and well-being for children through the provision and encouragement of nutritious food and drink.

### ALLERGIES

A major concern for child care providers and parents today is the increase of children with food allergies.

Children who are severely allergic, such as anaphylactic, can even react to the smell of the substance on someone's clothing or breath when they enter the service.

Some of the high reaction foods are;

- nuts
- honey
- eggs
- oranges
- milk

If your child has food allergies and requires a special or restricted diet please speak with your Centre Director of Family Day Care Educator. You will be required to provide supporting medical documents for any disclosed allergies.

### BOTTLE FEEDING

If your child is bottle fed please ensure you provide your child's feeding routine and all requirements to centre staff or family day care Educator.

On arrival you will need to provide your child's bottle/s of expressed breast milk or preboiled water and premeasured formula, in ready-to-use bottle(s) with a lid, clearly labelled with your child's name on it.

For children who drink cow's milk, our long day care services can provide this, you just need to supply your child's empty bottle clearly labelled.

### CELEBRATIONS AND BIRTHDAYS

Kids' Early Learning recognises the importance of celebrating special events in a child's life, such as their birthday. If you wish to have your child's birthday celebrated at your service, please contact the Centre Director or Family Day Care Educator.

### LONG DAY CARE

We employ a cook qualified in food handling, menu planning and nutrition at each long day care centre to prepare all meals for the children.

We operate a 6 week seasonal menu with each day's menu being developed in line with the Food for Health Dietary Guidelines for Australians and in collaboration with NSW Health. This means that 50% of your child's daily nutritional needs will be met by the food and drink provided at the centre.

Menus are displayed at each centre at all times, so please ask your Centre Director if you have any concerns.

### PRESCHOOL

Our Preschools require your child to bring their own food and drink for the day. This includes morning tea and lunch. Educating children about nutrition and a healthy lifestyle is part of our school and life readiness program.

We encourage you to send food that is nutritious.

This means your child should not bring high sugar based foods such as chips, lollies, cordial, soft drinks, chocolate, sweet biscuits or cakes.

Your Centre Director will regularly share ideas with you on what to pack for your child's meals.

### FAMILY DAY CARE

Our family day care services require your child to bring their food and drink for the day. This includes morning tea and lunch. Educating children about nutrition and a healthy lifestyle is part of our school and life readiness program.

We encourage you to send food that is nutritious. This means your child should not bring chips, lollies, cordial, soft drinks, chocolate, sweet biscuits or cakes. In some circumstances your educator can provide meals for your child.

If you require meals to be provided you will need to liaise with your educator and a fee will apply.

### OUT OF SCHOOL HOURS CARE (OSHC)

Our morning service provides every child with a nutritious breakfast and afternoon tea is served.

### VACATION CARE

Our vacation care requires you to supply all of your child's food and drink for the day. This includes morning tea and lunch.

Educating children about nutrition and a healthy lifestyle is part of our school and life readiness programs and so we encourage you to send food that is nutritious.

This means your child should not bring chips, lollies, cordial, soft drinks, chocolate, sweet biscuits or cakes.



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## CLOTHING AND FOOTWEAR

Young children learn through play and are encouraged to explore a wide range of experiences and activities. Some of this gets messy.

It is important for you to provide clothing that allows your child to feel comfortable, move freely, and that can handle a little dirt.

Clothing should:

- be easy for the children to manage independently when using the toilet.
- adequate protection from the sun, and cover the shoulders and torso (no midriff or sleeveless tops)
- be warm enough as needed. Layers should be considered depending on the time of year as it can be cooler in the morning and warm up later on.

### SUN PROTECTION

Every day, all year round, you must send a sun hat that provides sufficient protection from the sun; shading the face, neck and ears. If your child does not have an adequate sun hat, they will not be able to play outside. Baseball caps are not suitable.

### FOOTWEAR

Sneakers, sandals or shoes that are easy for children to put on and remove are ideal. It is important for your child's development that their shoes are the correct size and fit for them.

Thongs and slip-on shoes are not practical for safety reasons or for healthy foot development.

### NAPPIES FOR YOUNG ONES

Children under 3 years of age should have at least 2 full changes of clothes and some extra underwear. If your child is wearing nappies, please ensure that you send an adequate supply of disposable nappies every day.

### CHANGE OF CLOTHES

Each day you should send a full change of clothes for your child in a clearly labelled bag that they can manage to open, close and carry. The clothing should be appropriate to the time of year.

Each child will be provided with their own locker for storing their bags and belongings.

### JEWELLERY

If your child has pierced ears, please ensure that the earrings are small, and they have no sharp points and no dangling parts as these may become caught during play and cause injury to the child's ear. Your child should not wear any necklace or bracelet with small beads that could become a choking hazard to infants and babies.







## PARENT AGREEMENT

Now that you are enrolled at Kids' Early Learning, you would have signed the Parent Agreement.

A copy of the agreement remains with us on your child's file and Centre day care families can access this via your Hubhello account. This agreement defines your commitment to meeting and maintaining our requirements for:

- Authorised nominees / emergency contacts
- Priority of access
- Fees, payments and security bonds
- Child care subsidy (CCS)
- Collection and authorised nominees
- Notification of changes to personal details
- Absenteeism and illness
- Immunisation
- Medical conditions and medication
- Changes to your arrangements of care
- Accidents and emergencies
- Notification of concerns about a child's safety, welfare and wellbeing
- Legal action
- Confidentiality and privacy
- Photographs
- Photography/video consent for social media

## SETTLING INTO CARE

We understand what a huge step starting child care can be for many families.

Starting child care is often the first experience young children have of being separated from family members. Various members of your family may also feel some anxiety about your child commencing care.

Developing a trusting partnership with staff can help alleviate some anxieties about leaving your child at their service.

The settling in period can vary from child to child depending on their needs and previous experiences.

You and your child are welcome to visit your service before your commencement date, so you can become familiar with the environment.

We encourage you to always say goodbye to your child and reassure them that you will return for them in the afternoon.

### LONG DAY CARE

To secure your child's place in care, a \$250 enrolment fee is required with various discounts available. Invoices are emailed fortnightly to all families or are available at any time via the Hubhello Parent Portal.

### FAMILY DAY CARE

To secure your child's place in care, a registration fee is required, which includes the cost of a hat for your child.

We encourage families to discuss fees with their educator, however families can contact our office by phone or email to discuss this further. Invoicing is done directly through your educator and our family day care office will email your statement of entitlement each fortnight.



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## FEES, BENEFITS AND REBATES

A full range of fees for all our child care services can be downloaded from our website.

### ACCOUNTS

We encourage you to get in touch if you are ever unsure of your account. Families may request to enter into a payment plan agreement if they are experiencing financial hardship.

### CHILD CARE SUBSIDY

The Child Care Subsidy (CCS) is a payment from the Australian Government towards the cost of care. This will reduce the cost of your total fees for long day care, out of school hours care, vacation care and family day care services.

It may be available to you if you are a parent, foster parent or grandparent with a child in your care who is attending an approved child care program.

Eligibility for Child Care Subsidy (CCS) is determined by your circumstances including your families combined income, activity hours, and child care fees.

Any Child Care Subsidy (CCS) entitlements are paid directly to your approved child care service provider.

To be eligible for Child Care Subsidy (CCS) you must:

- Care for a child 13 or younger who's not attending secondary school, unless an exemption applies
- Use an approved child care service
- Be responsible for paying the child care fees
- Meet residency and immunisation requirements

You need to apply for Child Care Subsidy (CCS) via Centrelink and until it is approved, you will be required to pay full fees for your child's care with Kids Early Learning.

Any changes to your family income or activity must be reported to Centrelink by contacting them by phone or updating your details in your myGov account as this may impact your eligibility.

Preschools are known as registered care providers and are not eligible to claim Child Care Subsidy as a contribution towards their family's fees. Funding however is provided to subsidise the community and preschools for eligible children aged 3 years and above.

*For information regarding CCS eligibility and registration requirements visit the Department of Human Services website:  
[www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees](http://www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees)*

### YOUR CHILD'S ATTENDANCE

Your child's attendance is booked and charged on a per session basis. Part-time day care is not available at our long day care centres.

- Fees apply for scheduled days even if your child does not attend due to illness or holidays.
- Family day care Educators may charge per hour and on public holidays in some cases.
- Fees do not apply when your child's scheduled day falls on a public holiday in day care centres (as they do not operate on public holidays).

You can claim up to 42 absence days in each financial year. They can be for any reason and you do not need documentation. In some situations, you may be able to claim more than 42 days by providing supporting documents for the additional absences. If these cannot be provided for any absences over and above the 42 allowable days, full fee daily charges will apply.


Your child's enrolment will be cancelled and you'll stop getting Child Care Subsidy (CCS) if:

- your child hasn't attended child care for 14 weeks in a row without any formal advice that you are ceasing care at the service. While we will charge you for all scheduled days missed, the child care subsidy will not be paid for any absences after the last day your child physically attended.
- your child is absent for a period of time (less than 14 weeks) and does not return to care prior to formally ceasing care at the service. While we will charge you for all scheduled days missed, the child care subsidy will be reversed for all of the absences leading up to and including the last day your child physically attended.
- if you travel outside of Australia for more than 6 weeks, you will still be paid child care subsidy up to 6 weeks, but you must be paying for child care in Australia while you're overseas. After 6 weeks your child care subsidy payments will stop and full fee charges will apply. You may need to submit a new claim when you return to Australia.
- your service reports your child is no longer attending.





## OUR COMMUNICATION



As always, we're here to help. Kids' Early Learning has been operating for over 40 years and we know finding the right care means a lot to comprehend. We believe good day to day communication helps families.

### WEBSITE

Our website is the best place to find the latest details and regular updates. Visit [www.kidsearlylearning.com.au](http://www.kidsearlylearning.com.au)

### SOCIAL MEDIA

You can follow all the latest developments and news from Kids' Early Learning by following us on Facebook @Kids' Early Learning Blacktown City.

### STORYPARK (CENTRE DAY CARE)

When you enrol your child with Kids Early Learning, your Centre Director will create your Storypark account and provide access details.

With Storypark, you can feel close when you're far away. Your child's educators can send you real-time updates, photos and videos throughout your day as well as important communication regarding your child's service.

### HUBHELLO (CENTRE DAY CARE)

You will be provided with an account login for Hubhello as a part of your enrolment with Kids' Early Learning.

Hubhello provides access to your child's account, invoices and enrolment information as well as providing centre information and alerts via email.

### EMAIL US

Each Kids' Early Learning service has a dedicated email address which parents are encouraged to use to ask questions. If your enquiry is time specific, we encourage you to phone or visit your service.

Email: [kidsearlylearning@blacktown.nsw.gov.au](mailto:kidsearlylearning@blacktown.nsw.gov.au)  
Phone: (02) 9839 6058

### FOR FAMILY DAY CARE

Email: [familydaycare@blacktown.nsw.gov.au](mailto:familydaycare@blacktown.nsw.gov.au)  
T (02) 9839 6800

## **ANY QUESTIONS? FEEDBACK?**

We welcome regular feedback from families on how we are doing. It's always great to hear praise and also to know when we have not got something quite right.

If you believe we have not got something right, we will always adopt a sympathetic, but fair approach to find a solution.

You can share your comment on our 'contact us' page at [www.kidsearlylearning.com.au](http://www.kidsearlylearning.com.au) or directly with your Centre Director or Family Day Care Educator.

If you feel you have not had your issue properly addressed, contact our head office.




## **ENROLMENT INFORMATION, LOCATIONS AND ENQUIRIES**

**MONDAY TO FRIDAY  
9AM TO 5PM**

Kids' Early Learning Head Office  
PO Box 63,  
Blacktown NSW 2148

(02) 9839 6868  
[kidsearlylearning@blacktown.nsw.gov.au](mailto:kidsearlylearning@blacktown.nsw.gov.au)  
[kidsearlylearning.com.au](http://kidsearlylearning.com.au)

 Kids' Early Learning Blacktown City