



Trading Hours: Monday to Friday (7.30am to 6pm)

Phone: 02 96431666; 02 96431055; 02 96431078

Email: ana@anatolian.org.au Fax: 02 9643 1032

**Website: <http://anatoliancommunity.com.au>
50 Susan St Auburn, NSW 2144**

PARENT HANDBOOK

About us

Ana Kindergarten, a division of Australian Anatolian Community Services CO-OP is a non-profit community organisation that provides a high quality, long-day care program, before and after school care, vacation care for the community. We offer quality educational program based on our centre philosophy that children learn most effectively through play. We facilitate this by following children's interest and thorough intentional teaching in small group interactions.

We value each child as an individual with his/her own personality, family and cultural background and value the diversity that brings to our centre.

Centre Policies and Procedures folder, Menu, Centre Philosophy, and Quality Improvement Plan folder are located at the foyer area for parents and stakeholders to view and feedback.

Service mission

Our aim at Ana Kindergarten is to provide children a happy and safe environment that supports each child's skills, talents and interests. This helps individual child to develop their skills, and abilities to grow their potential, that in returns contributing to the life of the local and wider community.

Service vision

To meet the service vision, we will:

- Provide a safe, secure, happy and home like environment where children have a sense of belonging.
- Work in partnership with families and community
- We acknowledge your child's voice and act upon, and we welcome our families to participate and interact in their child's educational program.
- We encourage our staff to continue implement and sustain their current knowledge in Early Childhood Education.
- We network with other community services to enable us to provide useful links to our families and community.

Our Philosophy

We believe....

- Each child has the right to be safe, respected, valued, and supported to explore, and initiate learning.
- Each child is a unique individual who needs secure, caring and stimulating atmosphere to grow and mature emotionally, intellectually, physically and socially.
- It is crucial to adapt the centre curriculum to support each individual child including cultural factors which contribute to who the child is, how the child learns and responds.
- Building trustworthy relationships with parents and guardians which turn will support children's learning and help them gain life-long skills.
- Parent involvement in children's education is beneficial for children, parents, educators and the centre. We acknowledge and value your contribution to your child's learning, the centre's curriculum and programs.
- That educators to provide play based learning and child-centered ways of learning to support individual child's strength, abilities, interest, their dispositions, physical and emotional well-being.

Staff

We are a dynamic team committed to providing high quality education and care for children. All our staff have knowledge, training and experience in Early Childhood education and care. Many of our staff have over 10+ years of experience in working early childhood program.

Staff qualifications

-Fully trained Early Childhood Teachers

-Diploma Trained

-Certificate III in Children's Service

All of our staff are qualified with current First Aid, Anaphylaxis, Asthma and CPR training.

Educational program at Ana Kindergarten Teletubbies room (0 to 2.5 years program)

Children's learning begins at birth. A calm, safe, caring and attentive environment is provided in the nursery. We provide opportunities for children to explore musical experiences, sensory experiences, pretend play, language and literacy and many more learning experiences to support individual child's emotional wellbeing, social skills and independence.

Yellow room (2.5 to 4 years program)

Our program supports each child in managing emotions, develop their autonomy, sense of agency, social and emotional, language, creativity, physical development, independence and playing cooperatively with peers. We introduce numeracy and literacy through play based and interest-centered activities.

Blue room (Preschool program)

Our educators aim to support individual child to have self-help skills, self-expression, express their ideas through art, literacy, natural and processed resources; nurture their decision making,

resilience, language and social skills, build relationships, play collaboratively with peers, and learn about safety. This is to support children in their transition to school, and helping them to have a positive disposition towards learning that they will carry on in their life. Preschool children will experience preschool programs including transition to school, PreLit program (a skilled based, early literacy preparation program for preschool children in the year before school) and PALS (Plan and Learning Tool Socialize). Skills children develop in Ana Kindergarten will become foundation for lifelong learning.

Transition between rooms

Educators will observe, plan and support each child's learning based on The EYLF Early Years Planning Cycle. As soon as a child is ready to move to Yellow or Blue Class, room leaders will discuss the orientation and transition process with parents/caregivers. This will happen before the child turn 2.5 years old or 4 years old –whenever the child is ready.

Out of School Care Hours /Vacation Care

We offer a caring, educational safe environment for primary school age children from 5 to 12 years old. Educators advocate each child's learning through meaningful interactions with peers and educators. OSHC services offer a range of supervised activities that encourage children to expand on their interests, exploring nature and animals to implement environmental sustainability, support their autonomy, sense of agency, develop sense of belonging, being and becoming within groups. Centre implements My Time Our Place Framework to make care services for school aged children at Ana Kindergarten.

EPortfolios/Storypark

We document individual child's learning in learning stories and eportfolios, and we share learning stories and eportfolios privately with families. Storypark's cloud-based software provides an account for each family to access updates, photos and video while we are working with your child. Parents are the administrators of your child's account and the owner of all photos, videos and content. Parents/Guardians can invite extended families anywhere in the world to comment and add stories, share family heritage and culture. This helps educators focus on your child's unique needs and abilities. Please let us know if you do not wish to access your child's eportfolio, so that we can organise a portfolio folder for your child.

Our curriculum

The Early Years learning Framework (EYLF), the National Quality Standards and the Code of Ethics underpin our curriculum and practice. Our curriculum is based on children's interest, skills, needs and the educators support them through planned and spontaneous experiences while incorporating family input.

The EYLF outlines that: "Children's learning is ongoing and each child will progress towards the outcomes in different and equally meaningful ways. Learning is not always predictable and linear. Educators plan with each child and the outcomes in mind." (Early Years Learning Framework, p.19). With this in mind we encourage educators to use this reference as a source of information rather than as a prescriptive checklist. A sound understanding of developmental milestones will support educators to effectively assess children's play and learning. Intentional teaching, planning and evaluation should be based on sound professional knowledge. It is our belief that when educators embed the practices and principles of the EYLF into their daily practice, the EYLF outcomes will follow, as will the capacity to meet the National Quality Standards.

Reflections, observations and evaluation of our programs are available each day for families to read, and feedback.

Embedding Environmental Sustainability at Ana Kindergarten

“The service cares for the environment and supports children to become environmentally responsible.” (Element 3.2.3-NQS)

Ana Kindergarten implements sustainability practices in our everyday service setting. Children are encouraged to discuss about sustainable practices such as how food and scraps left over after meal times, water savers, responsible for noticing lights, fans and other appliances left on when not in use, and involve in suitability projects such as composting, worm farms, gardening and recycling project. Staff and families are encouraged to role model energy and water conservation practices, purchase resource that is eco-friendly and reduce amount of plastic used. Other suitability education topics are regularly updated in our monthly newsletter.

What is Munch & Move program at Ana Kindergarten?

The Munch & Move program aims to promote and encourage children's healthy eating and physical activity and reduce small screen recreation. Through Munch & Move NSW, early childhood educators have the opportunity to participate in professional development training that assists them to implement a fun, play-based approach to support healthy eating and physical activity habits in young children.

Food

The centre provides breakfast, morning tea, afternoon tea, late afternoon tea, and hot meals cooked everyday, which consists of a main meal and fruit or dessert. The Ana Kindergarten menu abides by the Munch & Move guidelines. For further details refer to the centre's Spring/Summer and Autumn Winter menu.

Safe Sleep/ Rest/Routine- Treasures and possessions

Staff respect the need for rest and relaxation requirements to be aligned with each child's social and cultural background and personal preferences. Staff will communicate daily with parents about their child's routines that are placed at service and at the child's home. Children who do not require rest will be provided with appropriate and quiet rest areas and activities. Details of eat, sleep, and nappy change will be provided at eat/sleep and nappy chart area. Parents are required to provide a drinking bottle, bed sheets and blankets for their child. Your child's name must be clearly written on all properties. The bedsheet and blanket are taken home every Friday to be washed and returned the following Monday. Sometimes, children need to bring a special toy to use as a bridge between home and centre. On these occasions, we will work with you and your child to make it possible for your child. The centre will not responsible for any lost items.

Baby bottles, bedsheets, blankets and pacifiers

Parent may send extra bottles, a small security blanket, bedsheets, blankets and or a pacifier for your child. Staff will make every effort to keep track of these items but will not be held responsible if lost. Please communicate with your child's educators so a consistency strategy between home and our centre may be established

Shoes/Dress regulations- Sun Smart Policy

No thongs and sleeveless shirts are to be worn by children in the Centre. The children should wear shirts that cover their shoulders at all times and enclosed shoes. All children must have spare clothing. All items should be labelled accordingly.

The centre implements the Sun smart policy where children are to slip, slop, slap. Educators and children wear sun-safe clothing that covers as much of the skin as possible, wear sunscreen and a broad-brimmed or bucket hat. Also, it is recommended that children seek out shady areas. Children without a hat will be asked to play in a sheltered area such as under the shade area or veranda. Sunscreen must be applied by parents prior to children attending the centre.

Celebrations

We welcome and encourage families to bring cupcakes or muffins to help celebrate your child's special birthday with their peers. Please ensure the food do not contain nuts, as we are a nut free centre.

Photography and publicity

Photography of the children participating in our programs may be taken from time to time and may appear on Storypark, newsletters, centre website, Facebook, brochures etc... Your permission for photographs including your child, to be used without compensation, is part of this agreement. Please let the centre know through enrolment form if you prefer your child's photos not to be taken. Please advise the class educators if you would like to take the photos of your child at the service especially events such as birthday celebration, graduation. Parents/guardians are not allowed to take others' child photos while you are visiting the centre.

Communication with families

Staff and Families work in partnership to ensure individual child's needs, and wellbeing are met. Ways of communication:

- Daily Communication
- Parent Pigeon Holes
- Phone Call
- Email
- Parent Meetings
- Newsletters
- Daily Curriculum
- Eportfolio (Storypark)/Portfolio folder

Parents are welcome to call to arrange meeting with your child's educator for concerns about any aspect of our programs, or your child's care and learning. Each child is provided with a pigeon hole. Please check these daily for notes, newsletters, invoices etc...

Our main office must be informed of any of the following changes:

- Address and /or phone number, or email address
- Parent/guardian employment
- Health/immunisation up dates
- Other pertinent information related to your child

Incident/ Accident/ Injury/Trauma Report

If the child has bumped their head (neck above) the parents/guardians or emergency contacts will be notified by telephone as soon as practicable.

Should an incident involving your child require documenting, an Incident Form will be completed and provided to the parent to sign upon collection of the child. The signed form will then be filed in the Incident report file.

Medical management plans

If your child/ren have any sort of medical condition, it is vital that you advise the staff on duty when you drop off them off at the centre. We take the responsibility for the care of your child, including the administration of medication seriously, so educators appreciate your cooperation with our procedures to ensure it is done properly.

Please also hand over the medicine, doctor's description and fill out Administration of Authorised Medication record. All medicine will be kept in safe area at Ana Kindergarten, out of the reach of children.

CCTV in operations

Our service has in operation 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. Access to the surveillance recording will be accessed only with matters involving police, Courts, Tribunals and Management.

First Aid / Medication / Allergies

Basic first aid will be given to any child who requires assistance by a trained staff member of Ana Kindergarten. If your child takes medication you must include details of the child and doctor's certificate, ensure declaration of medication record is completed and medication is given to the staff. If your child has anaphylaxis and/or asthma conditions, an anaphylaxis and asthma plans which are written by the doctor need to be provided upon enrolment and families need to speak to the Nominated Supervisor about your child's medical requirements.

Illness and medical emergencies

You are the best judge of your child's health and we trust you will not bring a sick child to the center. However, if while in our care your child becomes ill or displays an unknown rash, your child's educator will consult the director/nominated supervisor and you may be called to come take your child home. In circumstance of a staff member being unable to contact a parent/guardian's, emergency contact persons, parents are asked to give permission in enrolment form for staff to give Panadol to the child while the child is waiting to be picked up by parents. In this circumstance, the child will not attend the centre during the next 24 hours.

When called, you (or an alternate emergency person) are expected to come as soon as possible. If the child is in medical conditions which threaten their life, parents or alternate emergency person did not

pick up the child, centre needs to call an ambulance and parents are responsible for paying the cost of the ambulance. This is to protect the health of your child and his/her classmates.

The following criteria will be considered in determining if your child must go home:

- Unknown rash.
- Fever of above 38.
- Highly contagious condition such as head lice, chicken pox, strep throat, pin worms, mumps, impetigo, conjunctivitis (pink eye), etc.
- Diarrhea or vomiting (more than two loose, watery stools).
- Consideration will be taken if your child is allergic to certain food/drink products or on medication.

Your child may return to the center after:

- Obtaining written verification from a doctor (doctor certificate).
- Fever-free for 24 hours without the Panadol or antibiotic
- In the case of chicken pox, when all the lesions are scabbed over.
- In the case of head lice, following treatment with appropriate shampoo so that all the live eggs are gone.
- Your child will not attend the service within 24 hours after s/he suffers diarrhoea.

If questions arise to the appropriateness of a child's return to the center, the final decision will be that of the Center Director or Nominated Supervisor.

Infectious Disease

Infections and illnesses may be spread amongst staff and children in a child care environment. An effective preventive measure is the implementation of exclusion periods which ensure that children and staff attend Ana Kindergarten only when well enough to do so (refers to recommended minimum exclusion periods sheets). For your awareness of infectious disease at centre, please read infectious disease notice at the foyer area daily.

Immunisation

From 1 January 2018, parents must provide a copy of one or more of the following documents to enrol in a child care centre:

- a Medicare Immunisation History Statement which shows that the child is up to date with their scheduled vaccinations or
- a Medicare Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule (temporary for 6 months only) or
- a Medicare Immunisation Medical Exemption Form which has been certified by a GP.

No other form of documentation is acceptable (i.e. Blue Book). Overseas immunisation records must **not** be accepted by child care centres. The overseas immunisation records need to be assessed by an immunisation provider who will transfer the information to the Australian Immunisation Register (AIR). Parents can then request a Medicare Immunisation History Statement.

Temporary exception (for 12 weeks after enrolment) will be extended to Aboriginal children and those in out of home care.

National Immunisation Program Schedule

From 1 July 2018

Australian Government Department of Health

National Immunisation Program

A joint Australian, State and Territory Government Initiative

Age	Disease	Vaccine Brand
Childhood vaccination (also see influenza vaccine)		
Birth	Hepatitis B (usually offered in hospital) ^a	H-B-Vax® II Paediatric or Engerix B® Paediatric
2 months Can be given from 6 weeks of age	Diphtheria, tetanus, pertussis (whooping cough), hepatitis B, polio, <i>Haemophilus influenzae</i> type b (Hib) Pneumococcal Rotavirus ^b	Infanrix® hexa Prevenar 13® Rotarix®
4 months	Diphtheria, tetanus, pertussis (whooping cough), hepatitis B, polio, <i>Haemophilus influenzae</i> type b (Hib) Pneumococcal Rotavirus ^b	Infanrix® hexa Prevenar 13® Rotarix®
6 months	Diphtheria, tetanus, pertussis (whooping cough), hepatitis B, polio, <i>Haemophilus influenzae</i> type b (Hib)	Infanrix® hexa
Additional vaccines for Aboriginal and Torres Strait Islander children (QLD, NT, WA and SA) and medically at-risk children ^c	Pneumococcal	Prevenar 13®
12 months	Meningococcal ACWY Measles, mumps, rubella Pneumococcal	Nimenrix® M-M-R® II or Priorix® Prevenar 13®

Age	Disease	Vaccine Brand
Additional vaccines for Aboriginal and Torres Strait Islander children (QLD, NT, WA and SA)	Hepatitis A	Vaqta® Paediatric
18 months	<i>Haemophilus influenzae</i> type b (Hib) Measles, mumps, rubella, varicella (chickenpox) Diphtheria, tetanus, pertussis (whooping cough)	ActHIB® Priorix-Tetra® or ProQuad® Infanrix® or Tripacel®
Additional vaccines for Aboriginal and Torres Strait Islander children (QLD, NT, WA and SA)	Hepatitis A	Vaqta® Paediatric
4 years	Diphtheria, tetanus, pertussis (whooping cough), polio	Infanrix® IPV or Quadracel®
Additional vaccines for medically at-risk children ^C	Pneumococcal	Pneumovax 23®

COVID 19

The coronavirus is thought to spread mainly from person-to-person

-Between people who are in close contact with one another (within about 6 feet)

-Through respiratory droplets produced when an infected person coughs, sneezes, or talks

These droplets can land in the mouths or noses of people who are nearby or possibly inhaled into the lungs

-More recent studies have shown that COVID-19 can even be spread by people who are not showing any symptoms

Ana Kindergarten is committed to following new safety measures for families, children, and staff in order to reduce the spread and keep everyone as healthy as possible.

Parents/Caregivers/ Families and Children must:

- comply with guidance issued by Government agencies, including in relation to attendance, quarantine and self-isolation. This includes:
 - ensuring they/a child/a family member comply with isolation requirements and stay home for 14 days where required eg arriving in Australia from overseas or close contact with someone who has the virus
 - ensuring they/a child/a family member stays at home if unwell
- seek medical attention if they develop a fever, cough, sore throat or shortness of breath within 14 days of arriving in Australia or last contact with a confirmed case. Call ahead before visiting the doctor/hospital to advise them of your symptoms, and wear a surgical mask when visiting the medical facility
- advise the service if they develop symptoms of the virus or are confirmed to have the virus while in isolation. This is particularly important if they have been at the service before isolation

- provide written clearance from a doctor after a period of isolation or quarantine confirming they/child/family member are not contagious and may return to the service.

Parents/Caregivers and Families must implement effective hygiene process. The coronavirus is most likely to spread from person-to-person through:

- direct close contact with a person while they are infectious
- close contact with a person with a confirmed infection who coughs or sneezes
- touching objects or surfaces like door handles or tables contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.
- Practice social distances 1.5 meters
- Use hand sanitizer and wash hands with soaps on arrival and prior to departure

Child Care Subsidy

Parents and Caregivers can apply for the Childcare Subsidy by using your Centrelink online account through myGov, or the Express Plus Centrelink app. Parents and Caregivers will be paying gap fees depending on their childcare subsidy eligibility. Full fees will be applied if Parents and Caregivers are not eligible for childcare subsidy .

What can families do to support service hygiene?

Families can greatly assist service our childcare service by following simple hygiene procedures when they are at the service and by using good hygiene at home with children. One of the best ways to stop illness from spreading is through handwashing and drying. By washing hands with their child upon arrival and departure from the service, families can minimise infections that are brought into and leave the service. Please remind your child about when they should wash their hands. For example: before eating, after toileting and after touching an animal. Providing your child with a supply of spare clothes from home in a case of toileting accidents and food and liquid spills. Keeping your child at home when they are ill until they are no longer contagious and are well enough to return to centre.

Behaviour Management

The centre will make every effort to work with parents or guardians to ensure a cooperative approach for children having difficulties with their behaviour. We are here to serve and protect all of our children. A parent may be called at work or home at any time the child exhibits uncontrollable behaviour that cannot be modified by the staff. The parent may be asked to take the child home immediately. The following steps may be taken regarding children who display chronic disruptive behaviour, upsetting to the emotional or physical wellbeing of another child or an adult.

First meeting with parent/guardian: The director/nominated supervisor may request that the parent or guardian meet for a conference. The problem will be defined on paper. Intervention strategies will be discussed. The best solution toward solving the problem will be agreed upon by the centre director/nominated supervisor, educator, and parent or guardian.

Second meeting: If the initial plan for helping the child fails, the parent will again be asked to meet with the director and teaching staff involved. Another attempt will be made to identify the problems, and establish a new, or revised, approach for supporting the child.

Disenrolled: When the previous attempts have been followed and no progress has been made toward solving the problems, the child may be disenrolled from the centre at the discretion of the centre director.

If parents have any inappropriate behaviours which affect the wellbeing, safety and emotional of the children and staff, centre can dis-enrol the child and/or report the incident to police.

Emergency Drills/Lock down

Throughout the year the Service will hold emergency drills which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Also Educators will be trained in using the fire extinguishers that are in the Service. An emergency escape plan will be in every room.

Child protection

Staff members, parents and stakeholders are required by law to report any suspected child abuse or neglect. Contact Child Protection Helpline on 132111 (24 hours, 7 days) or make an e-report if notification is not urgent <https://reporter.childstory.nsw.gov.au/s/>

Using the Service Safely

- Never leave children unattended in cars while collecting children from the Service.
- Car parks are a dangerous place for children, always hold children's hands when arriving and leaving the service
- Never leave a door or gate open.
- Never leave your children unattended in a room.
- Children are not permitted into the kitchen and laundry areas.

Workplace Health and Safety Feedback

We welcome all feedback regarding the safety of our service. If you see something that concerns you regarding safe work practises, the safety of building and equipment or general WHS, please contact the Nominated Supervisor immediately.

Custody orders

Until custody has been established by a court action, one parent may not limit the other from picking up a child in our care. Please notify the centre immediately if any changes in custody orders. Certified custody orders must be given to the centre.

No nuts policy

Ana Kindergarten strives to be a nut free environment. No Nuts Policy needs to be taken quite seriously because of its extremely dangerous consequences that it can pose on children.

Anaphylaxis is a severe life-threatening allergic reaction and needs to be regarded as a medical emergency. In most cases, anaphylactic reactions can be prevented with precautions to avoid the known allergen, however, when anaphylaxis occurs an emergency response is required. One common allergen is Nuts, and products containing them. Children, if they come in contact with an

allergen, can suffer life threatening consequences. It can be easily contracted from a simple handshake or touching of a table that may have traces of it.

Please keep this in mind when sending lunches, birthday treats, or any other snacks

Pick up and drop off -Sign in/out-Responsibilities for Receiving Child Care Subsidy (CCS)

Parents / guardians are expected to accompany their child into the centre and sign in with the time that the child arrives. Educators are glad to assist you and your child at your drop-off time. Educators will not assume direct responsibility for your child until you are ready to walk out of the building. Please notify the class room educators when you are ready to leave. It is important for educators to keep a watchful eye on all the children in their care. At the end of the day ensure parents/guardians sign out your child at the time the child departs from the centre. Please try to arrive to pick up your child by 5:50pm. This is to give you time to speak to Educators about your child's day, pack up their belongings and be ready to leave by 6pm. If your child is not collected by 6pm, two Educators members are required to stay behind until you arrive. Please also consider that Educators members have other responsibilities outside of work.

If you are late to pick up your child, a late fee may apply. Parents are responsible for informing the centre if they are unable to arrange collection of the child by 6pm. At this time Educators will attempt to contact the parents by phone. If this is unsuccessful, Educators will then phone the Emergency Contacts listed on the child's enrolment form to arrange collection of the child.

Collection of children by other persons

Children will only be released to persons nominated on the enrolment form or emergency collection form. However, in the event of an emergency, you may contact the centre to advise if you cannot collect your child and you have arranged for someone else to collect. You will need to provide the name and some details of the person and they will be asked to provide some form of photo identification before the child/ren can be released into their care.

Note: It is important to keep all contact details up to date in case of emergency.

Confidentiality

All information about children, parents, families and staffs is confidential and will not be disclosed to unauthorised person under any circumstance. Only the information necessary for the processing of CCB will be forwarded to Childcare management System (CCMS). All communication about your child will be kept as confidential as possible.

Parent grievance policy

The centres aim is to welcome parent's comments and concerns in any area of our work and encourage parents to speak with us if you have any concerns or comments that may help us improve our Centre or our performance. Any parents with any concern or complaint in relation to the service provided are encouraged to speak to the Nominated Supervisor or Centre manager. We also provide complaint forms and suggestion boxes which are available next to the main office and also the entrance to the outdoor area.

If there is no response or action has not been taken or the issue cannot be resolved: parents are entitled to contact NSW Early Childhood Education and Care Directorate, **Department of Education and Communities** at **1800 619 113**

Parent's involvement –Parent Committee

Ana Kindergarten Centre encourages parents and families to be involved in reviewing menu, philosophy, policies and procedures, parent meetings, workshops and engage in activities at our centre and any upcoming events (multicultural celebrations).

Waiting list:

We abide by Australian Government Priority of Access Guidelines to allocated childcare places where there are more families requiring care than places available.

Below are the Priority of Access levels which the Service must follow when filling vacancies.

1. A child at risk of serious abuse of neglect.
2. A child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy the work/training/study test under Section 14 of the A New Tax System (Family Assistance) Act 1999.ss
3. Any other child.

Within these three categories priority is also given to the following children

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a disabled person.
- Children in families on low income (refer www.deewr.gov.au for current income threshold).
- Children in families from culturally and linguistically diverse backgrounds.
- Children in socially isolated families; Children of single parents/guardian.
- Children who have siblings

Enrolment Process

If you wish to enroll your child into ANA Kindergarten, please call the contact the centre and fill out a waiting list form.

When a position is available, the centre will contact you (2 weeks approximately) before your child commencing date (the commencing date is written by parents in the waiting list form). You and your child must attend at least 2 orientation visits before your child enrolment process starts. After orientation days, centre director/nominated supervisor/ centre manager decide to offer or do not offer your child a position. If your child has additional needs such as ADHD, autism, speech delay or any other additional needs, a plan for applying funding and other arrangements should be discussed among director, nominated supervisor, centre manager, educators before the centre offers your child a position. If a position is offered to your child, you are required to provide the following documentation to progress the enrolment:

- Fill out completed enrolment form

- A copy of your Child's AIR Immunisation History Statement or catch up schedule AIR Immunisation History.
- A certified copy of your child's Birth Certificate/passport (The director can sight and certify an original birth certificate/passport)
- A copy of your Child's Medicare and Health Fund Number

Weekly Fees

- Fees are payable one week in advance.

Bond, Enrolment Fee and Hat package Fee

Parent will need to pay the following fees related to your child's enrolment

-Bond is \$220 (refundable)

-Enrolment fees (nonrefundable) \$30

-Hat package \$15 (non-refundable).

-There is no enrolment fees for the 2nd, 3rd or 4th child from the one family who is currently attending Ana Kindergarten

-One week estimated fee is payable in advance

It is a condition of enrolment that bond (\$220), enrolment fee (\$30), hat package fee (\$15) and one week estimated fee are to be paid in advance before the enrolment is commenced.

Fees must be paid for every day your child is enrolled, including public holidays and when your child is sick or on holidays. A full daily fee is charged regardless of the number of hours your child attends. Fees is charged one week in advance.

If you are eligible for the childcare subsidy, please fill in your family assistance details on the enrolment form. **If you are not eligible or your details cannot be processed by Centrelink, full fees will be charged until this has been rectified. At such time centre will back pay you according to the date of formalising set by Centrelink, or you can keep back pay in your account as credit for paying fees for following weeks. If there is no back payment made to the centre from Centrelink, no back payment can be issued to parents.**

We are a non-profit organisation and the provision of our childcare service is reliant on prompt payment of fees. Therefore, to avoid any misunderstandings in our future relationship we take this opportunity to highlight some of the most important items in the terms and conditions of enrolment.

- **If fees are unpaid for a period of two weeks or more, your child position may be terminated and bond forfeited.**
- Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year. These 42 allowable absences can be taken for any reason, including public holidays and when

children are sick, without the need for families to provide documentation to CCMS. Just like any other centre, fees are still payable on public holidays or when your child is absent for any reasons.

- If your child is to be absent, please ring the centre by 10am if possible. We also ask that parents let us know when the child may be returning to the centre.
- It is your responsibility to sign your child into and out of care. This is a licensing requirement as well as a condition for claiming Child Care Subsidy.
- Two weeks notification is required prior to withdrawal from the centre. That is, 10 working days at least. Upon withdrawal, accounts must be up to date with no fees outstanding in order to redeem your bond (bond can not be used for fees).

Hubhello-Direct Debit iPay

All Fees are paid through Hubhello -Direct Debit (ipay) system. Please fill up the HubHello -direct Debit Form at the time of enrolment . Kindly read the terms and condition for ipay on the reserve side of ipay request form .

Late pick-up Fees

- After 6.15 pm, late pick up fees is \$3.00 per minute (per child), late fees will be charged to your account. All accounts must be paid a week in advance.

Late Payment

Any account which is in arrears each week one will incur a \$20 late payment fee.

Important contact numbers and information for families

Ana Kindergarten

50 Susan St Auburn, NSW 2144

Trading Hours: Monday to Friday (7.30am to 6pm)

Emergency after operating hours- Contact Sumathi Suresh 04162283365

Phone: 02 96431666

Fax: 02 9643 1032

Email: ana@anatolian.org.au

The Australian Children's Education and Care Quality Authority (ACECQA)

Level 15, 255 Elizabeth Street

Sydney NSW 2000

Phone: 1300422327

Email: enquiries@acecqa.gov.au

NSW Child Protection Helpline-133627 (24 hours, 7 days)

CHECKLIST FOR PARENTS /CAREGIVERS

Dear Parents,

Please note that all the items on the checklist must be complete before we can fully enrol your child and start his/her care.

- A COPY OF YOUR CHILD'S AIR IMMUNISATION RECORD OR A CATCH UP SCHEDULE AIR IMMUNISATION HISTORY

- A CERTIFIED COPY OF YOUR CHILD'S BIRTH CERTIFICATE

- Driver's License / Passport copy of parent 1 and Parent 2

- YOUR CHILD'S MEDICARE NUMBER, HEALTH CARE FUND NAME AND NUMBER

- MEDICAL REPORTS FOR CHILDREN DIAGNOSED WITH ANY MEDICAL CONDITIONS SUCH AS EPILEPSY, ASTHMA, AND ALLERGIES etc...

- A COMPLETED ENROLMENT FORM
(Including correct D.O.B. and CRN number for child as it is registered with Centrelink)

- CHILD IS REGISTERED FOR CCS PAYMENTS
(If you intend on receiving CCS help. You need to bring with you the letter which outlines your CCS eligibility).

- BOND HAS BEEN PAID
(\$220 refunded when child leaves the centre)

- ENROLMENT FEE HAS BEEN PAID
(\$45 non refundable; includes package for the child)

- COMPLETED IPAY DIRECT DEBIT FORM
(to process all the necessary payments)

Reviewed : Jan 2021

Next review : Jan 2023