

MIKARIE CHILD CARE CENTRE

PARENT HANDBOOK



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1. Location

Mikarie Child Care Centre

2 Mikarie Place, Kirrawee

2. Welcome to Mikarie Child Care Centre

Mikarie Child Care Centre (Mikarie) is long day care centre situated in a tranquil, peaceful setting in Kirrawee. The modern, purpose-built centre operates from 7am to 6pm, Monday to Friday.

Mikarie provides children aged 6 weeks to 6 years a safe and supportive environment and caters for up to 80 children each day.

Mikarie provides a balance of indoor and outdoor experiences designed to stimulate an eagerness to learn while developing Your child's thinking, social, physical, emotional, communication and creative potential.

Mikarie has a 'Meeting National Quality Standard' rating through The NSW Department of Education and Care Quality Ratings and is staffed by exceptional, highly skilled, motivated and passionate staff who are dedicated in delivering the highest quality in care and early education. Mikarie is owned and operated by Sylvanvale.

This Handbook explains the model of service or program activity and the way in which it is designed to achieve positive outcomes for Your child.

We look forward to Your time with us.



3. Sylvanvale Philosophy



Our Vision

A community working in partnership to support people with disability to live the life they choose.



Our Purpose

To empower individuals through choice, education, advocacy and support.

4. Mikarie Philosophy

Mikarie promotes and operates according to the purpose, vision and values of Sylvanvale.



In respect to children, we believe:

- Children have the right to play, and that play is not planned.
- Children are resourceful learners who should be given the opportunity to contribute to their own learning and environment.
- Children have the right to feel safe and secure in their environment, and have their feelings and beliefs understood and listened to by their educators.



In respect to families, we believe:

- Each family has a unique cultural background and values, which should be respected within the centre.
- Families should have the opportunity to be involved in the curriculum of the centre.
- Families are the experts of their children, they know their child best, and we as educators should value and actively engage in their opinions and suggestions.



In respect to the community, we believe:

- We must attempt to be a centre of exceptional quality for children in the wider community.
- We must use the context of the community that the children live in to strengthen the educational experiences we provide.

4. Mikarie Philosophy (continued)

Mikarie promotes and operates according to the purpose, vision and values of Sylvanvale.



In respect to our team, we believe:

- Educators have the right to feel respected and appreciated and should be encouraged to share and use their talents and interests.
- Educators should take the opportunity to learn together with children, and focus on the journey with children, rather than the outcome.
- Educators should always be willing to further their professional learning practice through education and training, keeping up to date with current practices.



In respect to our environment, we believe:

- Children should learn the importance of sustainability, and how to nurture their environment and value their resources.
- That we should aim to provide an environment that is creative, aesthetically pleasing, holistic, inviting, imaginative, inspiring and challenging for all children.
- Our environment should have a home-like feel, ensuring that all children have a sense of belonging within their environment.



5. Our Values

Sylvanvale embraces a strong person centred approach, personal choice and personal outcomes for people and their families. We value:



Belonging – We know that a sense of inclusion is critical to wellbeing. We value culture, community and two-way communication.



Choice – We understand that choice is a fundamental human right and support the right to exercise choice and control at all times.



Respect – We honour diversity and difference; through active listening we support our participants and each other to make choices that are right for their individual circumstances.



Safety – We ensure the physical safety and health of our participants and each other as a priority.



Contribution – We work with others and value their input as we believe this builds stronger communities and networks to support individuals to achieve their goals.



6. Our Team

At Mikarie, we use the Early Childhood Australia Code of Ethics (The Code) to guide our professional behaviours and values.

Mikarie has an experienced Director who is here to help and assist You in the following ways:

- Being Your first point of contact
- Arranging a tour of Mikarie
- Managing vacancies and the waitlist
- Coordinating the enrolment process
- Helping You complete forms and documentation
- Managing Your child's experiences at Mikarie
- Feedback about Mikarie

The Mikarie team is comprised of experienced early childhood educators. They are here to help and assist You in the following ways:

- Delivering engaging educational experiences for Your child
- Documenting and reviewing Your child's goals and development milestones
- Maintaining Your child's routine
- Personal care and toileting
- Mealtimes and feeding
- Medication management

Head Office Address:

2 Mikarie Place, Kirrawee NSW 2232

Mail:

PO Box 29, Sutherland NSW 1499

Phone:

Director (02) 8536 0161

Head Office Fax:

(02) 9521 3610

Email:

mccc@sylvanvale.com.au

Hours of Operation:



Mikarie operates Monday to Friday, 7am to 6pm each day.



The service is closed on ALL NSW public holidays and during the Christmas/New Year period (dates will be advertised at the service each year).

7. Priority of Access

Mikarie follows documented eligibility criteria for accepting or prioritising children that are:

- Based on assessed need, service suitability and organisational capacity
- Consistent with anti-discrimination legislation
- Consistent with funding and/or legal obligations and the purpose of the service
- Fair, equitable, ethical and transparent
- Consistently applied

Mikarie applies the Australian Government's Priority of Access Guidelines. These guidelines are used to ensure the system is fair for allocating places in childcare services.

These access priorities are:

Priority 1: Child at risk of abuse or neglect

Priority 2: Child of a single parent who satisfies, or of parents who both satisfy the work, training, studying test

Priority 3: Any other child

Within the above categories, priority will also be given to:

- Aboriginal and Torres Strait Islander families
- Families that include a child, sibling, or parent with a disability
- Lower income families
- Families from culturally diverse backgrounds
- Socially isolated families
- Sylvanvale employees



8. Our Educational Program and Activities

Mikarie incorporates Belonging, Being and Becoming - The Early Years Learning Framework (EYLF) in our educational program and practice. EYLF is fundamental to childhood education and care and offers a vision where all children experience learning that is engaging and builds success for life. Cultural and linguistic diversity of the workers, children and community is taken into consideration when designing the educational program.

Class programs are created and maintained for each class with input from all workers and in consultation with the Educational Leader.

All programs provide a balance of indoor and outdoor experiences designed to stimulate an eagerness to learn while developing the children's thinking, social, physical, emotional, communication and creative potential.

Educators use spontaneous teachable moments to extend on planned programming and provide additional learning opportunities.

Partnerships with families and observing children's interests help to build the foundations for class programs which will allow for free play discoveries and create intentional teaching opportunities.

Every child is a unique individual with different needs and goals – we understand that not all children learn and develop the same way. All children are included and encouraged to participate in all our programs. The Mikarie team will work with Your child to support the achievement of their individual goals and development milestones.

Activities regularly provided at Mikarie include:



Wide range of incursions and excursions that encourage inclusion, diversity and choice



Open-ended, hands on activities that encourage respect for the environment



Indoor and outdoor physical activity to develop children's fine and gross motor movements



Music and movement activities



Innovative reading and writing activities



Integrative exploration of Science, Technology, Engineering & Mathematics

All activities carried out at Mikarie are included in Your fees, which are outlined in the Terms and Conditions section of this Handbook.

9. Vacancies and Waitlist

Following initial enquiry, an Application Pack will be sent to the family for completion. Your Application Pack will include:

- Parent Handbook
- Expression of Interest Form

When we receive Your completed Expression of Interest Form, Your child will be added to our waitlist. Tours of the service can be arranged by appointment.

Vacancies are advertised where there are no suitable children waitlisted.

If Your child is waitlisted and a vacancy becomes available, You will be contacted with details of the place available. You will have 48 hours to accept or decline the placement, after which it will be offered to the next child on the waitlist.

Any placement offered will be for fixed days of attendance and these days will not be able to be swapped without completing the Expression of Interest Form process.

When You accept a place, an Enrolment Pack will then be sent to You for completion. Your Enrolment Pack will include:

- Parent Handbook
- Enrolment Form
- Direct Debit Request Form
- Mikarie Policies
- NSW Government Childcare and Pre-school Entry & Immunisation Parent information Brochure.



10. Enrolment

An initial visit to Mikarie will be arranged for You and Your child to meet with the Mikarie Team. This will help familiarise Your child with their classroom and educators. Additional visits can be arranged if needed. There is no charge for these visits, as Your child is still in Your care.

The Enrolment Form must be completed and returned before Your child commences at Mikarie. We can help You finalise the documentation at Your visit to Mikarie.

Enrolment Forms are completed on an annual basis, usually in September each year.

This helps us make sure we always have the most current information about Your child. If any of Your child's information (such as address, medication etc) changes during the year, please let us know of the change in writing.

For children already attending Mikarie, re-enrolment for the next calendar year on the same days of attendance will usually be accepted providing:

- The maximum daily attendance does not exceed the approved number of places of the service.
- Educator to children ratios are maintained across the service (in each room).
- A vacancy is available.



11. Children with Additional Needs

Mikarie caters for children aged 6 weeks to 6 years, with high support needs. Where Your child requires a ratio of support that is above the room ratio, this is assessed and negotiated on a case by case basis, with consideration of Inclusion Support Program resources and the health and safety requirements of Your child.

Children spend each day in an age appropriate classroom and are supported to work alongside therapists, with exercises that are necessary for their development.

We Offer:

- Experienced staff
- Higher educator to child ratio
- Personalised experiences based on needs, ability and interests
- Therapeutic exercises
- Inclusion with all children at Mikarie
- Weighted blankets
- Visuals
- Range of different standers
- Leckey chairs
- Gravity chairs
- Wedges
- Gowrie equipment library resources
- PECs boards

Mikarie has educators qualified in:

- Suction training
- PEG feeding
- Seizure management
- Diabetes management
- Key word signing
- First aid – CPR, Asthma and Anaphylaxis

Mikarie will work with You through a regular Individual Family Service Planning process to develop risk minimisation and communication plans and an individual plan with short and long term goals. Mikarie is familiar with different intervention and inclusion funding options available and can help support You in accessing the best supports for Your child.

12. Settling Your Child into Mikarie

Children will react differently to being away from You and their home environment. We encourage You to remain with Your child for as long as You feel comfortable. It can help to bring along any comfort item Your child may need to assist them to settle. We use a variety of other strategies to help Your child settle into Mikarie.

It is important to say goodbye to Your child when You are leaving, even if Your child becomes upset. This helps establish trust that You will not disappear and will reassure Your child of Your return. Alert the educator of Your intention to leave, so they can comfort Your child if needed.

You can telephone Mikarie at any time during the day for reassurance that Your child has settled. Be aware that some children settle quickly, and others take longer. Our educators will assess Your child's emotional needs and discuss this with You.

13. Attendance

Your child must be signed in and out of Mikarie using the iPads located at the entrance each time they attend. Not signing in and out may affect Your Child Care Subsidy (CCS).

Children are only to be collected by the people nominated on their Enrolment Form.

A person nominated on an Enrolment Form may enter the premises at any time that their child is attending the service. Mikarie may refuse entry if they deem a person poses a risk to the safety of children or workers or where court orders restrict access.

Mikarie workers may request a person to present identification when picking up a child from the service.

If someone who is not on Your child's Enrolment Form will be collecting Your child, You must contact Mikarie by phone and a follow up email as soon as possible. The email must contain the person's full name and address to match their identification in order for us to release Your child into their care.



14. What to Bring

Your child should be dressed in practical, sun smart clothing that protects their skin, particularly their shoulders, back and stomach.

Please make sure to label all clothing and items with Your child's name.

The following items must be provided. Please note that all food, sunscreen, nappies and wipes are provided by Mikarie:



Bag



Hat – bucket style or broad brimmed (to provide the best sun protection)



Change of clothes – sun smart and catering to changes in weather



Jumper or jacket



Drink bottle



Bottles for milk and formula (if required)



Medication (if required)



Any specialised equipment for feeding, e.g. PEG feeds, Nasogastric tubes, oxygen or suction equipment (if required)

Every effort is made to ensure that clothing and personal items are returned with Your child at the end of each day. You are welcome to check lost property at any time for missing personal items, however, Mikarie takes no responsibility for lost personal items.



15. What You Can Expect from Us



An environment which is fun, safe, inclusive, nurturing and a primary mode for learning.



An educational play based curriculum that links to the Early Years Learning Framework (EYLF). This curriculum will foster each child's uniqueness and development in areas of physical, social, emotional, cognitive and creative growth.



A wide-ranging program that will encourage children to be interested in and respect the world around them, including the close community.



Daily menu of fun, nutritious and balanced meals, using quality produce, chosen with regard to the dietary requirements of individual children.



An environment where team members feel respected and trusted. A place where effective team relationships are developed. Allowing and encouraging team members to give the best that they can to not only each other, but to the children and parents.



A service where parents feel welcome to share knowledge, ideas and beliefs with team members.



We will fulfill our obligations as mandatory reporters to report suspected child abuse and/or neglect to government authorities.



16. Storypark and HubHello

Mikarie believes that regular communication is important. In addition to regular meetings, emails and phone calls, we communicate with families using Storypark and HubHello.

Storypark is an online platform that helps the children we support, their families, friends and educators, work together to record and share Your child's activities, goals and achievements.

Storypark is accessible 24/7 via www.storypark.com.au or by downloading the app. You can invite family and friends to join Your child's Storypark profile. Only those who have accepted Your invitation can see what is posted on Your child's profile.

The educational program at Mikarie is based on the developmental needs, interests and experiences of each child, and takes into account the individuality of Your child. Daily programs, activities, photos and information are shared in a Day Book for each classroom on Storypark. Storypark is also used to record and share information about Your child's toileting, eating and drinking.












The Mikarie team, with guidance from the designated educational leader, enhance their reflective practices and programming using feedback You provide on Storypark.

HubHello is part of our attendance and invoicing system which You use for signing Your child in and out of Mikarie. We use HubHello to send invoices, statements and direct messages to You about Your child and their enrolment at Mikarie.



17. Our Expectations of You

We encourage Your input and participation throughout the year. This helps our educators to build strong relationships with You and Your child.

-  Tell Mikarie how You would like us to best support Your child.
-  Treat Mikarie workers and other people at Mikarie with courtesy and respect.
-  Act openly and honestly in relation to matters that affect how we support Your child.
-  Respect the privacy and dignity of other children.
-  Tell our Director if You or Your child have a concern or issue that You need support with.
-  Understand Mikarie can only provide supports and services as agreed in Your Enrolment Form and as outlined in this Handbook and our policies.
-  Provide any documentation we request that helps us keep Your child safe, such as medication and health care documentation.
-  Sign Your child in and out of Mikarie each time they attend.
-  Not contact our workers outside of hours of operation, or on their personal phones or via social media platforms.
-  Provide us with regular feedback, engage with us on Storypark or talk with educators or the Director when You are at Mikarie.
-  Ensure You pay Your fees in line with the terms of Your child's Enrolment.

18. Feedback and Complaints

We value Your feedback as it help us to stay in touch with Your needs and improve our service.

There are three (3) types of feedback You can give us:



Complaint – is feedback You give us if You are unhappy with our service and You would like us to try to find a solution to the problem.



A compliment – is feedback You give us if You are happy with our service.



A suggestion – iis an opportunity for You to share a comment, opinion or idea about how we can improve something. We invite feedback on our programming, practices and policies will often ask for Your input.

How to Give Feedback

You can provide us feedback in four (4) ways:



Tell a Mikarie staff member who You feel comfortable with.



Contact the Director

- Call **(02) 8536 0161**
- Email **mccc@sylvanvale.com.au**



Fill out a form on our website at:

www.sylvanvale.com.au/contact

Families can also make complaints to the Department of Education.

To make a complaint call **1800 619 113** or email **ececd@det.nsw.edu.au**

18. Feedback and Complaints (continued)

What We Will Do



Compliments

We pass compliments on to the staff member or team.



Suggestions

We use suggestions to look at how we can improve our services.



Complaints

- We keep complaints private.
- Within three (3) business days, we will send You a communication to let You know we have received Your complaint.
- We will talk to You about the best way to deal with Your complaint.
- Within 21 business days, we will send You a letter with our response to Your complaint.
- If it takes us longer to resolve Your complaint, we will let You know why and how long it will take.
- If You are unhappy with how we handled Your complaint, You can contact Sylvanvale and we will arrange a review.
 - Call **(02) 8536 0161**
 - Email **mccc@sylvanvale.com.au**
- If you are unhappy with the result of the review, You can contact the Australian Children's Education & Care Quality Authority (ACECQA):
 - Visit **www.acecqa.gov.au/help/contact-us**



19. Mikarie Policies

The Mikarie Place Child Care Policy is a document which sets out our policies and procedures in relation to providing services. A copy of this document is provided in Your Enrolment Pack.

Mikarie also operates within the Sylvanvale Quality Management System which includes a number of other policies and procedures that relate to specific topics such as employment conditions, incident and emergency management and our response to the COVID-19 pandemic.

In this Handbook we have included some brief information about the more important topics that You will need to know about when Your child attends Mikarie. We can provide You with the latest policy documents at any time and the Director can help You with any questions or feedback You might have about our policies.

20. Sun Safety

The sun's ultraviolet (UV) radiation is both a major cause of skin cancer and the best natural source of vitamin D. It is important to develop a healthy UV exposure balance in order to maintain vitamin D levels, while minimising the risk of skin and eye damage, sunburn and skin cancer.

The outside play area at Mikarie is a valuable external classroom where Your child can expand their explorative skills and participate in physical and social games. Educators plan outside experiences to reflect the seasonal changes and take advantage of well shaded areas. Between 11am and 3pm, during the months of October to March, outdoor activities will be reduced. This includes reducing both the frequency and duration Your child is outside.

A combination of sun protection measures is required at all times when children are playing outside. The Mikarie team embed sun safe learning experiences into daily routines. Role modelling the application of sunscreen, wearing broad rimmed or bucket style hats and appropriate protective clothing is part of our educational program.

Permission to apply the sunscreen provided by Mikarie is recorded on the Enrolment Form and any allergies must be noted.

21. Sleep and Rest

The needs for sleep and rest of the children are met having regard to their age, developmental stage and individual needs. Cots are provided for the babies and sleep mats or stretcher beds are used in the classrooms. All bedding and sheets are provided.

Mikarie implements a number of strategies to promote and support children to rest, relax and self-soothe. Your child's sleep and rest choices are respected. Older children are taught relaxation techniques such as breathing and visualisation.

Information about Your child's sleep is recorded each day in Storypark so that this information is readily available to You.

22. Food and Beverages

Your child will be offered nutritious and adequate amounts of food and beverages appropriate to their age and individual needs on a regular basis throughout each day.

Catering is provided by Kids Gourmet Food (KGF); a premier service exclusively devoted to taking care of children's catering needs by providing fresh, nutritious, homestyle meals.

Children will have access to safe drinking water at all times. Drinks are served at every mealtime and drink bottles are available to children at all times and refilled throughout the day.

Menus and information about what Your child eats and drinks each day are shared with You through Storypark.

Mikarie caters for children with food allergies and any special religious and cultural practices. Make sure You include information about these on Your child's Enrolment Form. We will also request that you complete a KGF allergies and preferences form.

We understand that some children don't eat certain foods. We do everything we can to encourage Your child to try new foods. However, if You feel Your child will not eat certain foods, we encourage You to discuss with the Director the option of bringing food from home.

Mikarie is an allergy aware service and a **nut free zone**. To protect children and workers that may suffer from these allergies, products such as peanut butter, Nutella, nut food bars or any other products that have nuts or peanuts listed in the ingredients are not allowed at the service. This does not include products that contain the warning 'may contain traces of nuts'. If You are unsure about a certain food product, please discuss with the educators.

We love celebrating Your child's birthday! If You would like to provide a store-bought cake (must be in the original packaging with the ingredients listed) we would love to include this as part of their special day.



23. Immunisation and Vaccination

You child should be fully vaccinated before they start childcare to help protect them. Delayed vaccination may leave Your child at risk of contracting serious diseases. A copy of the NSW Government Childcare and Pre-school Entry & Immunisation Parent Information brochure is provided in Enrolment Packs.

Under the *NSW Public Health Act 2010*, You need to provide an Australian Immunisation Register (AIR) Immunisation History Statement or an AIR Medical Exemption Form with Your child's Enrolment Form. This information is used to identify and exclude children from Mikarie if there is an outbreak of a vaccine preventable disease.

Immediately after each vaccination, You should provide Mikarie with a copy of Your child's updated AIR Immunisation History Statement. The NSW Health website has a number of resources and information about childhood vaccination: <https://www.health.nsw.gov.au/immunisation/>

Parents who do not fully immunise their children (up to 19 years old) are not eligible for the Child Care Subsidy and Family Tax Benefits. Children with medical contraindications or natural immunity for certain diseases can submit AIR Medical Exemption Forms to become exempt from these requirements. Conscientious objection and vaccination objection on non-medical grounds are not valid exemptions in this program.



24. Illness and Infectious Diseases

Please notify us by telephone before 9:30am if Your child will not be attending that day. This makes sure we know that Your child is safe and assists us with planning the day's lessons and activities.

Your child must not attend Mikarie if they are **sick or unwell**.

Your child cannot attend or remain at Mikarie if they:

- have had a temperature higher than 38°C at any time within the previous 24 hour period; or
- have had any incident of diarrhoea or vomiting within the previous 48 hour period. This 48 hour period also applies if the child displays these symptoms coupled with a temperature of higher than 38°C.

A medical clearance (or negative COVID-19 test) is required in order to return to Mikarie if Your child has displayed symptoms of an infectious disease including COVID-19.

If Your child develops a temperature, diarrhoea or vomiting while at Mikarie, a person nominated on the Enrolment Form will be contacted and asked to collect Your child.

Further exclusion periods may be required as advised by NSW Health and/or a medical practitioner. A medical clearance certificate is required if Your child has displayed symptoms of an infectious disease or contagious rash.

A high temperature may be masked by the administration of pain relief (e.g. Panadol or Nurofen) so You must tell us when medication is administered to Your child prior to their attendance at Mikarie. If Your child continues to present with a high temperature after any exclusion period, we will require You to seek medical advice and obtain a medical clearance certificate before returning to Mikarie.

All reasonable steps are taken to prevent the spread of infectious diseases at the service. If there is an occurrence of an infectious disease at Mikarie, You will be notified. Any infectious child will be excluded from Mikarie and a clearance certificate from a medical practitioner is required before they will be able to return to Mikarie. If there is any occurrence of a notifiable disease or any other condition of concern affecting multiple children or workers, the Public Health Unit will be notified.

25. Medication

If Your child takes medication regularly it must be packed in a Webster-pak from a pharmacist using the Webstercare system. Webster-paks must include clearly labelled medications and dosages, Your child's photo and details. You also need to supply a tablet crusher with Your child's name on it.

When You provide us with medication for Your child, we ask You to complete a Medication Record Form to give us permission to administer the medication to Your child. We also check to ensure medications have been packed and labelled correctly. Medication includes capsules, tablets, liquids, nasal sprays, medicated patches, topical medication, inhalers, eye drops, ear drops etc.

Medication must be in the original packaging or bottle and clearly labelled by the dispensing pharmacist with Your child's name, dosage, frequency and administration instructions on both the packaging and the medication. The Consumer Medicines Information (CMI) is the leaflet that comes in the packaging with medication which contains information on the safe and effective use of the prescription or specified over-the-counter medicine. A CMI leaflet is required for each medication provided for Your child. If a CMI leaflet is not provided with the medication, they can be printed from one of the following websites: www.nps.org.au , www.mydr.com.au or www.medicines.org.au

Nappy rash creams will only be administered to Your child with written authorisation from a medical practitioner or a chemist.

Administration of medication is recorded on the Medication Record Form and the form is signed by the person collecting Your child.

Permission to administer pain relief is provided on the Enrolment Form. Verbal consent is obtained from a person named on the Enrolment Form as authorised to consent to administration of medication to Your child prior to the pain relief being administered. Administration of Panadol and notifications (including attempted notifications) are recorded on the Incident and Illness Form and the form is signed by the person collecting Your child.



26. Medical Conditions

The Mikarie team are experienced in supporting children with medical conditions including asthma, diabetes, epilepsy or a diagnosis that a child is at risk of anaphylaxis. This includes high intensity supports which are required to support children with an intellectual or physical disability.

Medical conditions are identified in Your child's Enrolment Form. We work with You to develop a Health and Wellbeing Plan to support Your child. Some medical conditions will require a management plan to be developed by a medical practitioner. Any management plans and the information You provide us help us develop a risk minimisation plan and communication strategies to support Your child's health and wellbeing.

Some of the more common medical conditions requiring management plans are listed on the Enrolment Form. If You don't provide us with a current medical management plan where we need one, it may result in the cancellation of Your child's enrolment.

Please make sure You keep us informed about any changes to Your child's medical condition or supports. This helps us keep Your child's Health and Wellbeing Plan up to date so that our team can support Your child.

27. Safety Drills

Regular safety drills help children and educators to become familiar with what to do should an emergency occur. Your child will participate in regular safety drills and this information will be shared with You in Storypark.

In the event an actual emergency evacuation occurs, You will be contacted as soon as it is safe to do so.

Mikarie has a comprehensive Emergency Response Plan and the Director is able to answer any questions You may have.



28. Your Child's Information and Records

The Sylvanvale Privacy and Confidentiality Policy sets out how we comply with our obligations under the *Privacy Act 1988* (Cth) (Privacy Act). We are bound by the Australian Privacy Principles (APPs) in the Privacy Act which regulate how organisations may collect, use, disclose and store personal information, and how individuals may access, and correct personal information held about them. A copy of the Privacy and Confidentiality Policy can be accessed via our website or is available on request.

We actively encourage You to be fully aware of what information is kept about You and Your child on an ongoing basis. We request Your permission to take and share photos and videos of Your child in the Enrolment Form. Images of children and young people in photographs or film are treated as personal information under the Privacy Act, where a person's identity is clear or can reasonably be worked out from that image.

Mikarie will respond in a positive way to a child's parent, guardian or responsible person's request to access their child's personal information.

Mikarie maintains the following records about children enrolled at the service:

- Child records and information provided to us about children are kept onsite in hard copy and electronically.
- Archived material about children that is no longer current or relevant.
- Central database (HubWorks) maintained by service management to collate information provided in Enrolment Forms.
- Information about children and their daily activities is saved in Storypark.
- Photos of children for both identification purposes and to record events and activities.

Information kept about Your child is confidential and stored securely. It is only disclosed to other services or agencies with the consent of a person legally authorised to do so and is only made available to workers on a 'need to know' basis.

It is not permissible for visitors to take photographs whilst at Mikarie under any circumstances. If You share photographs of children other than Your own on social media it is a breach of the Privacy Act. This could lead to placing a child or young person, members of their family or carers at risk, as well as exposing Mikarie to significant penalties.

If You have concerns regarding a breach of privacy, please contact us. Refer to the section Feedback and Complaints or request to speak with our Privacy Officer.

29. Enrolment Agreement

Your child's Enrolment Form is a formal agreement with us for provision of services. In the Enrolment Form we ask You to acknowledge that You have read and understood the conditions and information in this Handbook and the Mikarie Child Care Centre Policy.

30. Fees and Rooms

Your child's room placement will be based on their age at the start of the year. Fees are based on Your child's room allocation, not their age.

Mikarie will change the fees from time to time. At least 14 days' written notice will be provided to You before making any changes that will affect the fees or the way in which fees are collected.

Direct debit is the only payment method available for paying fees. Fees are payable weekly in advance and are debited on a Thursday each week. A Direct Debit Request Form is provided in the Enrolment Pack. Please note that American Express cards are not accepted.

Transitions between rooms will only occur if there is a vacancy available. Therefore, transitions to accommodate Your child's increase in age mid-year will be dependent upon whether there is a vacancy available in the next room.

Room	Fee Per Day*	Maximum number of children	Educator to Children Ratio
Kookaburra 0–20 months	\$142.00	20	1:4
Emu 20-24 months	\$142.00	8	1:4
Owl 2–3 years	\$130.00	20	1:5
Cockatoo 3–6 years	\$123.00	30	1:10

You are responsible for paying Your child's fees within the payment terms above and specified on invoices and statements. Fees are payable for all absences. Failure to pay fees in advance will result in Your child's placement being suspended or enrollment cancelled.

A bond of \$200 must be paid before Your child begins at Mikarie. This bond is refunded when Your child leaves the service, provided the required notice period of two (2) weeks has been met and the account has been paid in full.

* Fees subject to change.

31. Child Care Subsidy

Fees may be subsidised depending on eligibility for other government payments such as Child Care Subsidy (CCS).

You are responsible for registering online through Your mygov account for the CCS in order to receive any benefits. Further information can be found at <http://www.humanservices.gov.au/individuals/services/Centrelink/child-care-subsidy>.

Once You have applied for the CCS, the outcome will be sent to Your mygov account and we will be able to view Your subsidy percentage through HubWorks. Your fees will be adjusted once we are able to access this information. Until then, full fees will be charged.

If Your child is given a start date at Mikarie but is away on their first day and any successive days, CCS is not applied to any of those absent days and full fees will be charged. CCS will only commence once Your child has physically attended their first day at the centre.

Similarly, if You have provided us with a date Your child will be finishing at Mikarie and Your child is away on their last day, for this day and any days immediately preceding this day CCS is not applied and full fees will be charged.

Centrelink withhold 5% of Your CCS each fortnight to reduce the likelihood of an overpayment of the benefit.

32. Invoices and Statements

Invoices are usually sent to You by email on the first day of the fortnightly period. Your invoice will be for the current fortnight and will include all regular days, any casual days booked, and any adjustments required, based on previous attendance.

Statements will usually be sent out to You by email in the first week of each month. Your statement will be for the previous month and will show debits and credits and attendance times.

Even though payment of fees is made by direct debit, it is possible to have a balance owing on a statement. This can happen when:

1. Your scheduled direct debit may have bounced one week, meaning that You have not paid for that week/fortnight.
2. Your CCS has ceased or changed, increasing Your weekly gap fee, which then would not match Your scheduled direct debit amount.
3. Your child has had casual days, meaning that Your weekly gap fee is more than Your scheduled direct debit amount.
4. You have had a late fee.
5. The 5% retained amount of Your CCS has not been factored into Your direct debit amount.
6. You have gone over Your allocated hours for which You receive CCS.

You can change any scheduled direct debits through HubHello or make a one off payment to ensure Your account is up to date.

Late payment of fees will lead to termination of Your child's placement. In cases of financial hardship, contact the Director to make appropriate arrangements.



33. Late Child Collection Fees

A late fee of \$20 for the first ten minutes and an additional \$1 per every additional late minute will be charged if You arrive after the service closing time of 6pm. Mikarie workers complete their shift at 6pm and the centre must be vacated at this time as the car park gates are locked by staff for security purposes.

If You know that You are going to be running late to collect Your child, please telephone Mikarie to advise of Your estimated time of arrival.

If Your child is not collected by the service closing time and we have not already heard from You, staff will provide a courtesy call to You or a person nominated on the Enrolment Form.

Habitual lateness may lead to termination of Your child's enrolment.

34. Casual Days

Casual days can be requested, but must meet the below criteria:

- Must be requested and approved 24 hours in advance.
- Cannot be booked more than two (2) weeks in advance.
- Cannot be booked more than four (4) weeks consecutively (due to pending placements and waitlists).
- Will only be available where there are vacancies in the room requested

35. Leaving Mikarie

We ask You to tell us as soon as You know Your child will be leaving Mikarie. This helps us support Your child with the transition.

Where Your child is leaving Mikarie to transition to primary school, our educators implement a comprehensive school transition program to support and prepare Your child for the changes they will experience.

Formal notice of at least 14 days must be given in writing.

Any bond payment You made is refunded once the required notice period has been met and Your account has been paid in full.



 facebook.com/MikarieChildCareCentre instagram.com/mikariechildcare

Find out more at
mikariechildcarecentre.com.au

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For people with
hearing or speech loss
TTY: 1800 555 677
Speak and Listen: 1800 555 727



For people who
need help with English
TIS: 131 450