

Parent Handbook Mikarie Child Care Centre



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1. Acknowledgement

Mikarie Child Care Centre acknowledges Aboriginal and Torres Strait Islander People of the Dharawal nation on which we come together. We pay respect and recognise the rich culture and heritage of the Dharawal people and land by embedding Aboriginal perspectives within the everyday learning environment and pay our respects to Elders, past, present and emerging.

Reconciliation Commitment Statement

We acknowledge and pay our respects to the Traditional Custodians of the land on which we play and learn and have fun.

We honour Aboriginal and Torres Strait Islander Elders past, present, and emerging.

We are committed to learning about and celebrating the rich cultures, histories, and contributions of First Nations Peoples.

We promise to listen, show kindness, and walk together in respect and understanding.

We believe every child should grow up in a place that values diversity, inclusion, and connection.

Our Actions Towards Reconciliation:

- We will include Aboriginal and Torres Strait Islander stories, songs, and art in our learning activities.
- We will recognise and take part in important cultural events like NAIDOC Week and National Reconciliation Week.
- We will connect with local Aboriginal and Torres Strait Islander people to learn from their knowledge and culture.
- Our educators will continue learning how to respectfully include First Nations perspectives in everything we do.
- We will make sure our Centre reflects Aboriginal and Torres Strait Islander cultures in meaningful and respectful ways.



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 every child's 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, curriculum activity and the way in which it is designed to achieve positive outcomes for every child in Mikarie.



3. Sylvanvale Philosophy



Our Vision

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



Our Purpose

Enabling independence for people living with disability.

4. Mikarie Philosophy

M

Mastering new concepts through play, children thrive as confident and capable learners when supported by educators who provide a meaningful, safe, and engaging environment.

I

Integrating diverse cultural and language perspectives, Mikarie fosters respect, acceptance, and cultural awareness by embedding stories, traditions, and practices into the learning environment.

K

Keeping strong, meaningful relationships at the heart of our approach, we collaborate with families to support each child's wellbeing by recognising their unique needs, interests, and strengths through regular communication.

A

As educators, we are dedicated to professional growth, we at Mikarie engage in continuous learning, critical reflection and teamwork to maintain consistency, fairness and adaptability in our early childhood practices.

R

Recognising the importance of community, we focus on building meaningful relationships with local organisations and families, believing these connections will enhance our curriculum and help children develop a sense of belonging in the world around them.

I

Inclusion is central to everything we do at Mikarie, we ensure everyone feels safe, respected, and valued, embracing the unique contributions of all staff, families, and children.

E

Emphasising sustainability, we teach children environmental responsibility through hands-on experiences, inspiring respect for the land and a commitment to a sustainable future.

5. Statement of Commitment to Child Safety

Our Service and staff are committed to the safety and wellbeing of all children and young people. We uphold our duty of care by embedding the Child Safe Standards into our practices.

We are committed to implementing our Children and Young Persons Protection Policy, with zero tolerance to child abuse and a strong focus on safeguarding at-risk children within our Service and the wider community.

We ensure employees, volunteers, and students are child-safe through strict recruitment and Working with Children Checks. We follow our Children and Young Persons Policy and meet all reporting obligations to prevent abuse and neglect.

We are committed to a culturally safe, inclusive environment for all children, including First Nations Peoples, those from diverse backgrounds, and children with disabilities or diverse identities.

We believe every child has the right to protection from discrimination, harm, and abuse. We also support ongoing staff training to maintain professional boundaries and respond effectively to abuse and neglect.

We follow the United Nations Convention on the Rights of the Child, teaching children about their right to safety and encouraging them to speak up. Their voices help shape our policies to protect them from harm.

We are committed to maintaining regular communication with families, carers, and the community to support the review of our policies and procedures, ensuring ongoing improvement of our child safe practices.

Child Safe strategies are addressed more fully in other policy and procedure areas including Sylvanvale Code of Conduct, values and principals, Human Resources Policy and Recruitment.

Mikarie supports child-safe and child-friendly environments by:

- Creating emotionally and physically safe environments for children and young people.
- Applying protective behaviour strategies and procedures.
- Complying with all child protection legislation and requirements.
- Supporting children and young people to be resourceful and confident in their own protective behaviours.
- Listening to children and young people, respecting what they say and involving them when we make decisions, especially about matters that will directly affect them.
- Promoting respect, fairness and consideration for everyone in Mikarie, children, families, carers, employees, students and volunteers.

6. 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 customers and each other to make choices that are right for their individual circumstances.



Safety – We ensure the physical safety and health of our customers 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.



7. 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 in the following ways:

- Being first point of contact
- Arranging a tour of Mikarie
- Managing vacancies and the waitlist
- Coordinating the enrolment process
- Helping with the completion of forms and documentation
- Managing children's experiences at Mikarie
- Receiving and responding to feedback about Mikarie

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

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

Head Office Address:

2 Mikarie Place, Kirrawee NSW 2232

Phone:

Director (02) 8536 0161

Email:

mccc@sylvanvale.com.au

Mail:

PO Box 29, Sutherland NSW 1499

Head Office Fax:

(02) 9521 3610

Hours of Operation:



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



The Centre is closed during the Christmas/New Year period (dates will be advertised at the Centre each year) and fees are not charged for these dates.
The Centre is closed for all other NSW public holidays and fees are charged for these dates to cover the cost of staff entitlements.

8. 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/carer who satisfies, or of parents/carers 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/carer with a disability
- Lower income families
- Families from culturally diverse backgrounds
- Socially isolated families
- Sylvanvale employees

9. Our Educational Curriculum and Activities

Mikarie incorporates Belonging, Being and Becoming - The Early Years Learning Framework (EYLF) in our educational curriculum 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. The EYLF curriculum framework sets out the principles, practices and learning outcomes used by educators and teachers to guide curriculum decision-making and evaluation. The framework has a strong emphasis on play based learning and aims to achieve five learning outcomes. Each child has the opportunity to:

- Have a strong sense of identity
- Be connected with and contribute to his or her world
- Have a strong sense of wellbeing
- Be a confident and involved learner
- Be an effective communicator

Further information is available at www.acecqa.gov.au

Cultural and linguistic diversity of employees, children and community is taken into consideration when designing the educational curriculum.

Room curriculums are created and maintained for each room with input from all employees and in consultation with the Educational Leader.

All curriculums 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 experiences and provide additional learning opportunities.

Partnerships with families and observing children's interests help to build the foundations for class curriculums 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 curriculums. The Mikarie team will work with each child to support the achievement of their individual goals and development milestones.

9. Our Educational Curriculum and Activities (continued)

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 Fees, which are outlined in the Terms and Conditions section of this Handbook.

10. Vacancies and Waitlist

Following initial enquiry, an Application Pack, which includes this Parent Handbook, will be sent via email to the parent/carer for completion.

- Tours of the service can be arranged by appointment.
- Vacancies are advertised where there are no suitable children waitlisted.
- If a child is waitlisted and a vacancy becomes available, the parent/carer will be contacted with details of the place available. The placement offer should be accepted or declined within 24 hours, 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 cannot be swapped or changed without commencing another Application process.

When a place is accepted, an enrolment pack will then be sent via email for completion. The Enrolment Pack will include:

- HubHello enrolment link
- Kids Gourmet Food allergy form
- All About Me Profile
- Mikarie Policies
- NSW Government Childcare and Pre-school Entry & Immunisation Parent information Brochure.



11. Enrolment

Mikarie recommends a pre-enrolment visit to meet the Director and team and to familiarise yourself with the environment and our curriculum, ensuring alignment with parent/carer expectations and the needs of your child/children. The HubHello enrolment must be completed before commencement at Mikarie.

To ensure a smooth process and to prevent delays in commencement, Mikarie recommends that you have all necessary documentation ready well in advance. This might include proof of your child's identity, immunisation and medical records, or any relevant guardianship or court orders.

Mikarie HubHello enrolment is completed on an annual basis. Parents/carers are reminded before the end of the calendar year, via an email generated from Hub Hello and via Storypark post, to re-enrol and update enrolment details in HubHello. Failure to re-enrol may result in a child being denied enrolment for the upcoming year.

The Mikarie Director and relevant Room Leader will work with each parent/carer to complete updated Mikarie All About Me profiles at the commencement of the enrolment year.

Mikarie reviews the need and currency of any required Personal Support Plans for children with additional medical or allied health support needs as part of enrolment and re-enrolment. Children with medical support needs require a Medical Risk Minimisation and Communication Plan, which the Mikarie Director and Room Leader will discuss with parents/carers and complete as part of enrolment and re-enrolment.

If any of child's information (such as address, medication etc) changes during the year, it is the parent/carer responsibility to notify the Centre 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.

12. Children with Additional Needs

Mikarie caters for children aged 6 weeks to 6 years, with high support needs. Where a 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 all children.

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 for all children at Mikarie
- Weighted blankets
- Visuals
- Range of different standers
- Leckey chairs
- Gravity chairs
- Wedges
- 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

Children with medical or allied health support needs require a Medical Risk Minimisation and Communication Plan to be implemented whenever there is a change in the child's medical condition or in their medical care. Mikarie is familiar with different intervention and inclusion funding options available and can help support children in accessing required supports.

It is a requirement of Mikarie that any document developed by a medical or allied health professional to explain the support requirements of a child (Personal Support Plans), has to be specifically designed for implementation at Mikarie. All Personal Support Plans must be signed by the medical or allied health professional who developed them dated within the past 12 months and clearly setting out the support needs, including detailing any risks and escalation strategies.

13. Settling Your Child into Mikarie

Children will react differently to being away from a parent/carer and their home environment. It can help to bring along any comfort item familiar to a child that may assist them to settle. Mikarie uses a variety of other strategies to help children settle into routine.

It is important to say goodbye to a child when a parent/carer is leaving, even if a child becomes upset. This helps establish trust that a parent/carer will not disappear and will reassure a child of parent/carer return. Alert the educator when ready to leave, so an educator can comfort a child if needed.

Mikarie employees can be contacted at any time during the day for reassurance and answer any questions about the child and whether the child has settled. Be aware that some children settle quickly, and others take longer. Mikarie educators will assess each child's emotional needs and discuss this with a parent/carer.

14. Attendance

Mikarie has an ethical and professional responsibility to protect the safety and wellbeing of all children who attend the Centre. Mikarie is committed to ensuring children's safety on arrival and departure. Children must be signed upon their arrival, and signed out on their departure, using the iPads located at the entrance each time they attend and leave. Not signing in and out may affect Child Care Subsidy (CCS).

Children are only to be collected by the people nominated on their HubHello enrolment. A person nominated on the HubHello enrolment 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 employees or where court orders restrict access.

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

If someone who is not on a child's HubHello enrolment will be collecting a child, a parent/carer must contact Mikarie by phone with 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 the child into their care.

15. Maintaining Educator to Child Ratios

Mikarie are required to ensure the ratio of Educators to Children is maintained during all hours of service.

If, for any reason, Mikarie are not able to meet the ratio of Educators to Children at the time you drop off your child, Mikarie may need to exclude your child's entry into the Centre for a period of time.

If this occurs, Mikarie will:

- Explain why this has occurred
- Advise parent/carer of the time your child will be able to enter
- Make suggestions about areas close to Mikarie where parent/carer and child might choose to wait.

If this period extends beyond 30 minutes, Mikarie will consider requests to refund a portion of the daily fee on a case-by-case basis.

16. What to Bring

All children 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 the child at the end of each day. In the event of lost property, parents/carers are welcome to check lost property at any time for missing personal items, however, Mikarie takes no responsibility for lost personal items. Children are unable to use dummy chains or other dummy attachments or wear jewellery (other than stud earrings) while at Mikarie. This includes amber teething jewellery.

17. 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 curriculum 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.



A request for parents/carers to provide in-date Personal Support Plans, if required, to safely support all children at Mikarie.



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/carers.



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



Mikarie will fulfill its obligations as mandatory reporters to report suspected child abuse and/or neglect to government authorities



Support at enrolment to complete child's All About Me Profile and Medical Risk Minimisation and Communication Plan, if required.

18. Storypark and HubHello

Mikarie believes that regular communication is important. In addition to regular meetings, emails and phone calls, educators 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 children's activities, goals and achievements.

Storypark is accessible 24/7 via www.storypark.com.au or by downloading the app. Parents/carers can invite family and friends to join their child's Storypark profile. Only those who have accepted the parent/carer invitation, sent out by the centre, can see what is posted on your child's profile.

Children have the right to be protected from the misuse of photographic and video images whilst at the service. To ensure the privacy of children and families/guardians is respected, Mikarie will only use photographs of children to support their learning and to record individual developmental progress safely and securely.

The educational curriculum at Mikarie is based on the developmental needs, interests and experiences of each child, and takes into account the individuality of each child. Curriculums, activities, photos and information are shared for each classroom on Storypark. Storypark is also used to record and share information about each child's toileting, eating and drinking, depending on the room your child is enrolled in.

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

HubHello is part of Mikarie attendance and invoicing system which parent/carer use for signing children in and out of Mikarie. Mikarie uses HubHello to send invoices, statements and direct messages to parent/carer about a child during their enrolment at Mikarie.



19. Our Expectations of Parents/Carers

Mikarie encourages parent/carer input and participation throughout the year. This helps educators to build strong relationships with parents/carers and children.

The use of personal electronic devices by staff, volunteers, students, contractors and anyone else providing services at Mikarie Childcare Centre has been restricted under the **Education and Care Services (Supply, Authorisation and Use of Devices) Order 2025**. All photos and videos of children are taken on service issued devices only and with parent/guardian explicit consent. Personal devices capable of capturing, storing, or transmitting images, including phones, tablets, iPads, computers, cameras, smartwatches, and wearables such as camera glasses are banned from being in direct contact with children.

-  Are not permitted to take photos or videos of the children at the centre at any time.
-  Tell Mikarie how to best support you and your child.
-  Treat Mikarie employees and other people at Mikarie with courtesy and respect.
-  Act openly and honestly in relation to matters that affect how we support you and your child.
-  Respect the privacy and dignity of other children.
-  Tell Mikarie Director if you have a concern or issue that you need support with and if your child has had any illness, injury or you have noticed any changes to their health or wellbeing before drop-off each day.
-  Understand Mikarie can only provide supports and services as agreed in HubHello enrolment and as outlined in this Handbook and our policies.
-  Provide any documentation Mikarie requests that helps keep all children safe, such as medication, health care documentation and personal support plans.
-  Sign child in and out of Mikarie each time they attend.
-  Not contact our employees outside of hours of operation, or on their personal phones or via social media platforms.
-  Provide Mikarie with regular feedback, engage on Storypark or talk with educators or the Director about the support and services provided at Mikarie.
-  Ensure fees are paid in line with the terms and conditions of child's enrolment.

13. Feedback and Complaints

Parents/carers who have feedback or complaints are encouraged, where possible, to raise it directly with the educator or staff member concerned. Where a complaint is more serious or complex in nature or relates to the operation of the Centre as a whole, then a parent/carer is encouraged to speak directly with the Director of the Centre. All complaints or concerns are treated seriously, confidentially and if they are not able to be resolved to a satisfactory standard at Centre level, the matter will be referred for an alternative resolution. We value feedback as it helps us to stay in touch with parent/carer 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 – is an opportunity for You to share a comment, opinion or idea about how we can improve something. We invite feedback on our curriculum, practices and policies and will often ask for Your input.

How to Give Feedback

Parent/carer can provide Mikarie feedback in three (3) ways:



Tell a Mikarie staff member parent/carer 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

13. 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

- Within three (3) business days, we will send parent/carer a communication to let them know we have received the complaint.
- We will talk to the parent/carer about the best way to deal with the complaint.
- Within 21 business days, we will send the parent/carer a letter with our response to the complaint.
- If it takes us longer to resolve the complaint, we will let the parent/carer know why and how long it will take.
- If the parent/carer is unhappy with how we handled the complaint, the parent/carer can contact Sylvanvale and we will arrange a review.
 - Call **(02) 8536 0161**
 - Email **mccc@sylvanvale.com.au**
- Families can also make complaints to the NSW Early Learning Commission
 - Call **1800 619 113**
 - Email **information@earlylearningcommission.nsw.gov.au**

21. Mikarie Policies

The Mikarie 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 several other policies and procedures that relate to specific topics such as employment conditions, incident and emergency management.

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

22. 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 children 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, SunSmart hats and SunSmart clothing is part of our educational curriculum.

Children who do not have SunSmart hats or SunSmart clothing and refuse to apply sunscreen are encouraged to choose a shady play space or a suitable area protected from the sun. If this is not possible, the child will not be permitted to play outdoors at times where the Ultraviolet (UV) index is reported in the SunSmart App to be 3 or over. This may result in the child being placed into a different classroom.

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

SunSmart hats include: Broad-brimmed hats with a brim size of at least 6cm (adults 7.5cm); Bucket hats with a deep crown and brim size of at least 5cm (adults 6cm), Legionnaire style hats. Baseball caps or visors do not provide enough sun protection and are not recommended.

SunSmart clothing includes wearing loose fitting shirts and dresses with sleeves and collars or covered neckline, longer style skirts, shorts and trousers. Midriff, crop, or singlet tops do not provide enough sun protection and therefore are not recommended.

23. Sleep and Rest

Mikarie is committed to ensuring that each child's well-being and comfort is provided for, including appropriate opportunities to meet each child's sleep and rest requirements. Mikarie completes a Risk Assessment Action Plan – Safe Sleep and Rest Practices for every Room, and conducts a Safe Sleep and Rest Audit, every 6 months.

Each child's sleep and rest needs are noted in their All About Me Profile and reviewed when a child is enrolled each year or when a parent/carer informs the Centre that something has changed.

The need 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 several 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 each child's sleep is recorded each day in Storypark so that this information is readily available to parents/carers.



24. Formula

To ensure the health, safety and wellbeing of all children, parents are asked to follow the guidelines when providing infant formula for use at Mikarie.

1. Measuring Formula and Water at Home

Formula and water in separate bottle/container must be **measured and prepared at home** by the parent/guardian.

Use the manufacturer's instructions for correct water-to-formula ratios.

Centre Educators are **not permitted to measure or mix formula powder**.

2. Labelling requirements

Each bottle or container must be clearly labelled with:

- Child's full name
- Date prepared
- Time prepared
- Unlabeled items cannot be accepted.

3. Storage and transport

Prepared formula and measured water must be transported to the centre **in a clean, sealed bottle and/or container**.

Formula should be kept cold during transport and handed directly to staff on arrival.

Water can be kept at room temperature

Any formula not used within the recommended time frames will be discarded.

4. Daily Supply

Please provide **enough measured formula for the entire day**, including extra feeds if needed. Any changes to your child's feeding routine or formula brand must be communicated to staff in advance.

5. Health and Safety

Bottles, teats, and lids must be clean and in good condition.

Formula that appears spoiled, improperly stored, or past safe use times will not be given to children.

Mikarie thanks you for your cooperation and support in helping us maintain a safe and healthy environment for your child. If you have any questions about these guidelines, please speak with an educator or centre Director.

25. Food and Beverages

Each 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 children eat within the Djindjingara 0-2 room are shared via Storypark with parents, and in the Wuri 2-3 room and Djadjung 3-5 room, this information is shared with parents of an afternoon at pick up.

Mikarie caters for children with food allergies and any special religious and cultural practices. Parents/carers must include this information on child's HubHello enrolment. Mikarie also requests that each parent/carer completes a KGF allergies and preferences form. Any dietary changes that need to be made, require 7 days notice.

Mikarie is an allergy aware service. To protect children and educators that may suffer from allergies, children are not permitted to bring any food into the service, unless it is accompanied by a support plan by an appropriately qualified medical or allied health practitioner.

Everyone at Mikarie loves celebrating children's birthdays! If a parent/carer would like to provide a store-bought cake (must be in the original packaging with the ingredients listed and free from nuts) we would love to include this as part of child's special day.

An Anaphylaxis Poster, informing parents/carers of how many children are enrolled in the service who have been diagnosed as at risk of anaphylaxis, is displayed at the entry to the service.

26. Immunisation and Vaccination

Children should be fully vaccinated before they start childcare to help protect them and everyone around them. Delayed vaccination may leave children 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, parent/carer needs to provide an Australian Immunisation Register (AIR) Immunisation History Statement or an AIR Medical Exemption Form with 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, each parent/carer should provide Mikarie with a copy of 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/carers 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.



27. Illness and Infectious Diseases

Mikarie is committed to minimising the spread of infectious diseases by implementing hygienic practices and clear procedures for assessing and managing the occurrence of an illness and an infectious disease at the Centre. Mikarie recognises that on occasions children may be brought to the Centre with signs or symptoms of illness or may develop an illness while in attendance at the Centre.

It is a parent/carer responsibility to notify Mikarie by telephone before 9:30am if the child in care will not be attending that day. This is to ensure Mikarie is aware that the child is safe and enables better planning of the day's lessons and activities.

Children must not attend Mikarie if they are **sick or unwell**. Children must not attend or remain at Mikarie if at any time within the previous 24-hour period they:

- have had a temperature higher than 38°C; or
- have had pain relief medication (eg paracetamol or ibuprofen).

Children must not attend Mikarie if they 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.

Please phone or email Mikarie as soon as possible if the child is diagnosed with an infectious disease, even if it is not on a day when they would usually attend Mikarie.

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

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

A high temperature may be masked by the administration of pain relief (eg paracetamol or ibuprofen) a parent/carer must let Mikarie know when medication is administered to the child prior to the attendance at Mikarie. If the child continues to present with a high temperature after any exclusion period, Mikarie reserves the right to ask a parent/carer to seek further medical advice and obtain a medical clearance certificate before returning to Mikarie.

All reasonable steps will be taken to prevent the spread of infectious diseases at Mikarie. If there is an occurrence of an infectious disease at Mikarie, everyone will be notified. Any infectious child will be excluded from Mikarie and a clearance certificate from a medical practitioner will be 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 employees, the Public Health Unit will be notified.

28. Medication

Mikarie recognises that children may require medication including prescription and over-the-counter medications to be administered while in attendance at the Centre. This may occur either as the result of a child becoming ill while attending the Centre, or when a child requires medication to manage a condition or illness that does not require their exclusion from the Centre. To ensure children's health, safety and wellbeing, it is essential that there are clear procedures for:

- gaining appropriate authorisation for the administration of medication;
- administering medication; and
- recording the medication administration details.

All medication:

- must be provided in its original packaging (or Webster-pak), and
- clearly labelled by the dispensing pharmacies
- with child's name,
- date of birth,
- dosage,
- frequency and
- administration instruction on both the packaging and the medication.

Where a Webster-pak is supplied, a parent/carer needs to supply a pill bob labelled with a child's name, a tablet crusher if required with child's name on it for any tablet which needs to be crushed.

A Medication Form must be completed to give Mikarie permission to administer the medication to the child. Medication includes capsules, tablets, liquids, nasal sprays, medicated patches, topical medication, inhalers, eye drops, ear drops and any other prescribed or over-the-counter medicine.

Mikarie checks to ensure medications have been packed and labelled correctly. Any medication that does not meet these requirements will not be accepted or administered.

The Consumer Medicines Information (CMI) is the leaflet that comes in 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 a 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

Administration of medication is recorded on the Medication Form and the form is signed by the person collecting the child when they pick up the supply of medication or the form is completed in full.

28. Medication (continued)

Permission to administer pain relief is provided in the HubHello enrolment. Verbal consent is obtained from a person named on the HubHello enrolment as authorised to consent to administration of medication to the 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 the child.

Medication cannot be added to food, liquids, formula or breast milk unless a separate medication management plan is provided by a medical practitioner describing:

- How the medication is prepared (eg tablet crushed or liquid dose)
- What volume and type of liquid/food the medication is mixed with
- What times medication must be administered
- What should occur if the child does not consume all of the liquid/food

We do not consider nappy rash or barrier cream to be a medication where it is purchased over the counter. Any prescription cream will be considered a medication. We request parent/carer permission to apply barrier cream in the HubHello enrolment.

Parent/carer to supply child's tub of nappy rash cream if they require. Nappy rash or barrier cream must still be provided in the original packaging/bottle and clearly labelled with child's name and the date of purchase.

Refer to Section 27: Illness and Infectious Diseases where the child is unwell, continues to be unwell after an exclusion period or requires medical clearance before returning to Mikarie.



29. Medical Conditions

Mikarie recognises that children who attend the Centre may have a medical condition that requires ongoing management. Medical conditions that may require ongoing management may include but not limited to allergies, anaphylaxis, asthma and diabetes. Regardless of the nature of a child's medical condition, Mikarie recognises and advocates for the right of all children to have opportunities to access quality education and care. The Mikarie team are experienced in supporting children with medical conditions this includes high intensity supports which are required to support children with an intellectual or physical disability.

Medical conditions are identified in child's HubHello enrolment. Mikarie works with each parent/carer to develop a Medical Risk Minimisation and Communication Plan to support every child. Some medical conditions require a management plan to be developed by a medical practitioner. Any management plans and the information provided to Mikarie help in developing a risk minimisation plan and communication strategies to support children's health and wellbeing.

Some of the more common medical conditions requiring management plans are listed in the Hub Hello enrolment. If parent/carer does not provide a current medical management plan where one required, it may result in the cancellation of a child's enrolment.

Parents/Carers must keep Mikarie informed about any changes to their child's medical condition or support. This helps Mikarie keep child's Medical Risk Management and Communication Plan up to date to best support the child.

30. Safety Drills

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

In the event an actual emergency evacuation occurs, parents/carers 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 a parent/carer may have.

31. 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 each parent/carer to be fully aware of what information is kept at Mikarie on an ongoing basis. We request parent/carer permission to take and share photos and videos of their 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/carer, 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 each 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 employees on a 'need to know' basis.

It is not permissible for visitors to take photographs whilst at Mikarie under any circumstances. If a parent/carer shares photographs of children other than their 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 parents/carers have concerns regarding a breach of privacy, please contact Mikarie. Refer to the section Feedback and Complaints or request to speak with our Privacy Officer.

32. Enrolment Agreement

Each child's HubHello enrolment is a formal agreement with Mikarie for provision of services. In the HubHello enrolment we ask the signing parent/carer to acknowledge that they have read and understood the conditions and information in this Handbook and the Mikarie Child Care Centre Policy. Mikarie Child Care Centre has a minimum two day per week enrollment policy.

33. Fees and Rooms

Income management is vital for Mikarie to continue to provide a consistent level of quality care, programs, resources and educators. Mikarie aims to provide clear information to parents/carers regarding fee structures and methods of payment.

Each child's room placement will be based on their age at the start of the year. Fees are based on each child's room allocation, not their age. Fees are payable from the first date of placement, regardless of whether or not the child attends.

Mikarie will change the fees from time to time. At least 14 days' written notice will be provided to parent/carer 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 Tuesday each week. 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 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
Djindjingara 0-2	\$185.00	20	1:4
Wuri 2-3	\$176.00	20	1:5
Djadjung 3-5	\$165.00	30	1:10

Fees subject to change.

33. Fees and Rooms (continued)

Parents/carers are responsible for paying child's fees within the payment terms above and specified on invoices and statements. Fees are payable for all absences including NSW Public Holidays which occur outside of the Christmas/New Year closure period. Failure to pay fees in advance will result in child's placement being suspended or enrollment cancelled. Mikarie charges a dishonour fee of \$15 inclusive of GST for instances of a dishonored or insufficient direct debit payment.

A bond equal to \$100 per day of enrolled days over a two-week period is payable before child commences. This bond is non-refundable if you withdraw before child has commenced with Mikarie.

34. Child Care Subsidy

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

Parents/carers are responsible for registering online through myGov account for the CCS in order to receive any benefits. Further information can be found at www.humanservices.gov.au/individuals/services/Centrelink/child-care-subsidy.

Once parents/carers have applied for the CCS, the outcome will be sent to parent/carer individual myGov account and Mikarie will be able to view subsidy percentage through HubWorks. The fees will be adjusted once Mikarie is able to access this information. Until then, full fees will be charged.

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

Similarly, if parent/carer has provided Mikarie with a date a child will be finishing at Mikarie and a 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.

35. Invoices and Statements

Invoices are available to parents/carers by logging onto your Hubhello account, they are also available to be emailed upon request to the Director.

Statements will usually be sent out to parent/carer by email in the first week of each month. The 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. Scheduled direct debit may have bounced one week, meaning that parent/carer have not paid for that week/fortnight.
2. CCS has ceased or changed, increasing parent/carer's weekly gap fee, which then would not match scheduled direct debit amount.
3. A child has had casual days, meaning that parent/carer weekly gap fee is more than a scheduled direct debit amount.
4. Parent/carer have had a late fee.
5. The 5% retained amount of CCS has not been factored into direct debit amount.
6. Parent/carer have gone over allocated hours for which they receive CCS.

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

36. Late Child Collection Fees

A late fee of \$20 for the first five minutes and an additional \$1 per every additional late minute will be charged for late arrivals (after the service closing time of 6pm). Mikarie employees complete their shift at 6pm and the Centre must be vacated at this time as the car park gates are locked for security purposes.

If a parent/carer knows that they are going to be running late to collect their child, please telephone Mikarie to advise of estimated time of arrival.

If the child is not collected by the service closing time and Mikarie has not already heard from parent/carer, staff will provide a courtesy call to parent/carer or a person nominated on the Enrolment Form.

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

37. Casual Days

Daily fee for casual attendance is the daily Room Fee plus \$5.

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

- 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).
- Cannot be cancelled once they have been accepted.
- Will only be available where there are vacancies in the room requested.

38. Leaving Mikarie/Decreasing days

We require 4 weeks notice to be emailed if you are wanting to decrease your child's confirmed enrolled days.

It is the responsibility of the parent/carer to tell Mikarie as soon as possible that their child will be leaving Mikarie. This helps us support the child with the transition.

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

Formal notice of 4 weeks, or 12 weeks between the month of November and January, must be given in writing to mccc@sylvanvale.com.au.

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

Between the months of November and end of January we require 12 weeks notice when withdrawing or minimising days.

39. Intellectual Property Rights

Parents/carers are reminded that Mikarie is the owner of the intellectual property in this Handbook and all other resource materials produced by the Centre. Parents/carers should not share Mikarie intellectual property without prior written consent from Mikarie.

 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