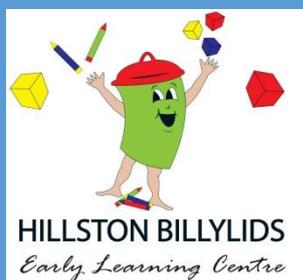


# HILLSTON BILLYLIDS INC



## PARENT HANDBOOK

**WE GROW HAPPY KIDS**



# Philosophy

## Vision

---

Through stimulating educational programs in a safe caring environment, Billylids works with families to encourage children to be happy, healthy and successful.

## Philosophy

---

Every child is important. At Billylids we encourage each child to grow and learn in a fun and educational setting. We believe this means creating a warm, loving, safe and nurturing environment that fosters the individual needs of each child.

Children are encouraged to follow their own interests; they become in a sense the facilitator for their own curriculum.

The children provide the lead for the adults within the Centre, involving themselves in individual and group projects and where possible are encouraged to record what they have done in their own words – through paint, craft, song and drawing.

Billylids offer the highest quality child care service to all families regardless of race, religion, social or economic background, culture, sex or abilities.

Billylids staff use, only positive management strategies when working with children's behavior, to provide positive guidance and boundaries so children can understand behavioral limits.

Billylids staffs provide, support, assistance and information to parents on early childhood development and ensure parents are actively informed of, and welcome to participate in, Centre activities.

Billylids aims to fulfill the nutritional needs and requirements of all children.

Billylids employs only the highest quality trained staff who are encouraged and supported in continuous professional development.

Our Centre's overall aim is to allow each child in our care to achieve their potential and to find ways to achieve this creatively. To teach all children to understand our surrounding cultural environment and to care for our natural environment. Providing the best early

## Index

Hours of operation, staff, committee	3
Fees, financial assistance	4
Types of care	6
Settling into the centre	7
What to bring to Billylids	8
What not to bring to Billylids	9
What Billylids provides	9
Before you start	10
Access to the centre	10
A day at Billylids	
Sign in/Sign out, routines, rest time, toileting	11
Sick children	12
Sun safety	14
Nutrition	15
Getting involved with Billylids	16
Complaints/concerns	17
Mission statement, philosophy	18
Important numbers	19

---



**At Hillston Billylids Early Learning Centre, we strive to provide a service of the highest quality. It is our hope that your family's involvement with us will be long and happy.**

---

Hillston Billylids Early Learning Centre is licensed by the Department of Community Services to provide quality education and care for children aged 0-12 years. Hillston Billylids offers school readiness programs, permanent long day care, casual child care programs and out of school programs.

The centre is run by a management committee, which employs trained staff to manage and implement quality care.

### **Hours of operation**

Monday to Friday, 8.15am-5pm

### **Closed**

Three weeks over Christmas, and all public holidays

### **Contact details**

Phone	02 6967 2358
Fax	02 6967 1254
E-mail	<a href="mailto:hillstonbillylids1@bigpond.com">hillstonbillylids1@bigpond.com</a>
Mail	61 Burns Street, Hillston, NSW, 2675

### **Staff**

Director	Cheryl Shields
Room Leader – Jumping Joeys	Fallon Gordon
Room Leader – Busy Bees	Jenna Rogers
	Melissa Heness
<b>Casual Staff</b>	Fiona Doig
	Susie McKeon

### **Management Committee**

President	Chrissie Yerbury
Vice-president	Michelle Sulik
Secretary	Prudence Champaign
Treasurer	Ashliegh Pollard

## Fees

---

Hillston Billylids charges the following fees for the 2015 year. Fees are subject to change.

<b>Full day</b>	<b>8.15am-5.00pm</b>	
Jumping Joeys (0-3 years)		\$82/day
Busy Bees (3-5 years)		\$76/day

**Hourly Rate** \$12 Min 2 hrs

<b>Short-day session</b>		
	8.30am-3.30pm	
Jumping Joeys (0-3 years)		\$72
Busy Bees (3-5 years)		\$66

**After school care**  
2 hours (3pm-5pm) \$25

**All Day School Care** \$60

### Casual Day Fee

A Casual fee will be charged for all bookings that are not permanent and a child attends the centre. The casual fee is an additional 10% of the Permanent fee.

Jumping Joeys (0-3 years)	\$88/day
Busy Bees (3-5 years)	\$82/day

<b>Casual Short-day session</b>		
	8.30am-3.30pm	
Jumping Joeys (0-3 years)		\$78
Busy Bees (3-5 years)		\$72

Children's fees will be adjusted in the week of their birthday when moving into a different age category. A weekly administration fee of \$3.30 per family is charged each week. This fee covers insurance costs and administration.

### Assistance

Hillston Billylids qualifies as an accredited Early Learning centre, and as such, parents may be eligible for Child Care Benefits. Application forms are available from Department of Human Service, phone 13 61 50 or visit the website [www.humanservices.gov.au](http://www.humanservices.gov.au). This is the parent's responsibility to apply.

Eligibility is based on the parents' income/combined income and is calculated by the Family Assistance Office. The amount of Child Care Benefit a family is entitled to will determine the daily cost of using the centre. All families and children have an individual Child Registration Number provided by the Department of Human Services and this must be provided to Billylids.

### Payment of fees

Fees are due each and every Friday. Fee statements are either e-mailed to parents or placed in their child's communication pocket every Monday.

Fees should be given to the office manager or placed in the locked fees box in the foyer. All fees should be in a sealed envelope with the child's name and the amount paid clearly written on the envelope.

Fees for children who attend Billylids on a casual basis can be posted to parents.

Fees can also be direct deposited into Billylids general account:

Bank: Bendigo Bank  
BSB: 633 000 Account: 129 29 1555

### Outstanding fees

If a child's fees are two weeks overdue, a fee reminder will be issued on the parent's invoice. ***Parents need to speak to the director IMMEDIATELY if there are difficult circumstances which prevent fee payments.***

If fees are not paid, parents will receive a notice informing them that their child's position at the centre will be cancelled and Billylids will take measures to collect the full unpaid fees.

***Fees are to be paid even if:***

***Your child is absent due to illness***

***You withdraw your child from Billylids without two weeks notice.***

### ADDITIONALCHARGES

#### Late pick up penalties

The centre is open from 8.15am to 5pm and staff is employed to meet staff/child ratio requirements within these times.

Parents are asked to contact the centre as soon as possible if they are going to be late picking up their children. A fee will be charged to cover the cost of two staff members, who must remain on the premises even if only one child is the centre. All parents will be charged a late fee.

Up to 15 minutes late	\$20
15-30 minutes late	\$40
30-60 minutes late	\$50

The centre will try to contact the parents in the first 15 minutes, and if unable to reach them, will make efforts to contact the authorised persons listed on the child's enrolment form

### **Termination of care**

Parents must give 14 days' notice in writing prior to cancelling their child's position at the centre

### **Absenteeism**

Parents must contact the centre as soon as possible if their child is going to be absent. Fees will still be charged unless 14 days' notice is given for the absence; in which case half fees will be charged.

Every child is entitled to 42 allowable absences each financial year without losing their Child Care Benefit. Once these have been used, the absences will be charged at full fee price and the parents will receive no CCB. Billylids records allowable absences and these are shown on your fortnightly statements.

If a child is sick but has a doctor's certificate to prove the illness, then this will not count towards the total allowable absences. However even with a doctor's certificate, fees are charged for the absence.

### **Types of care**

---

**Permanent bookings** – these ensure Billylids has a position available for families each week. Parents sign a contract requesting care each week and must pay for these days each week.

**Shift Workers**- Flexible permanent contracts are available if 2 weeks' notice is given of the days care is required. Flexible permanent contracts must include a minimum of 1 day per week.

**Casual bookings** – are welcome and may be additional days to permanent contracts or the chance to attend the centre as the need arises.

**After school care** – Billylids can cater for a small number of children in before or after school hours.

### **Priority of Access**

Priority of children attending the centre follows the Federal Government's priority of access guide lines. Hillston Billylids accepts children with the following priority;

- ❖ Children at risk of serious abuse or neglect
- ❖ Sole parents, or both parents, who are employed, seeking employment or are studying/training for future employment
- ❖ Children of families not identified in any of the above priority groups

## Settling into the centre

---

The transition from home to a new environment is a significant one for both the child and the parents. Children all react differently to changes. The settling in process then needs to be individual for each family. We encourage parents and the child to visit the centre before starting, and become familiar with the setting and discuss any information with staff.

- ❖ Here are some points that might help:
- ❖ Be positive. Talk about everything that will happen at the centre before your child starts at Billylids
- ❖ Let staff know your child's routines and habits and what they enjoy. Sometimes it helps to bring a security object from home, which should be labelled.
- ❖ Feel free to stay and play or help your child to settle into an activity.
- ❖ Make sure you say goodbye and tell your child you will be back to pick them up. This is reassuring for the child. Once you have decided to leave, stick to your decision and leave calmly and quickly.
- ❖ Your child may show signs of distress and anxiety when you leave, however they can usually be distracted by staff. You are welcome to call at any time to ask how your child is.
- ❖ Staff will discuss your child's day with you when you return. If you have any questions, don't hesitate to ask. The staff understands how difficult this can be and are there to help.

## What to bring to Billylids

---

### Food

Parents must provide a healthy lunch for their child. No lollies, cakes, sweet biscuits, chips, peanut products, cordial or soft drinks. Please send food in labelled, suitable containers.

Governing authorities conduct unannounced visits. If they observe children consuming high levels of sugar, salt or fats, Billylids will fail part of the criteria in providing high quality childcare. The staff are able to reheat meals so they are served warm to the children.

Babies should be sent with formula and suitable food for eating throughout the day.

### Other

- ❖ Parents also need to send the following with their child each day:
- ❖ a suitable shaded hat, not cap
- ❖ spare clothes
- ❖ bed/cot linen (for Jumping Joeys room), including a blanket in winter

All items should be clearly labelled with the child's name.

Linen may be left at the centre by full and part-time children, and will be returned for washing. Occasional care children's linen will need to be brought in on the day the child attends and will be returned home for washing. Linen should be sent to the centre in a material bag or drawstring bag.

Children will only use their own bed linen except in cases where it is wet, soiled or the child is ill. In this case, clean linen will be provided by the centre. Dirty linen will be rinsed and tied in a plastic bag to be returned home.

### **Suitable clothing**

- ❖ All children are asked to be dressed in suitable clothing. Children should attend Billylids dressed accordingly:
- ❖ Comfortable fitting clothing
- ❖ Clothing which the parents are happy to be in contact at times with paint, art materials, sand, water, food, play dough etc
- ❖ Temperature appropriate ie warm jacket in winter
- ❖ Comfortable shoes (no thongs)
- ❖ Several sets of spare clothes
- ❖ No singlet tops

All items should be labelled with the child's name.

### **What not to bring**

---

It is preferred that toys from home are not brought to the centre. However if this assists in the transition to care, toys are welcome. Please be aware of their suitability to other children attending the centre i.e. no swords or toys that could be dangerous to others i.e. toys with small parts.

### **What Billylids will provide**

---

#### **Morning/afternoon tea**

Billylids will provide a nutritious and satisfying morning and afternoon tea for all children. The menu varies from day to day, and from season to season, and includes such things as fruit, rice crackers and cheese.

PLEASE NOTE: Parents need to provide lunch for their children.

#### **Nappies**

Nappies will be provided for children who need them, and will be changed regularly. Billylids will ensure best practice guidelines are being followed for all nappy changes by adhering to "Staying Healthy in Child Care, 6th Edition"

### Smocks

Paint smocks will be supplied by the centre to avoid the children's clothing becoming unnecessarily dirty.

Smocks will be washed weekly or as necessary.

### Face washers

The centre will supply washers for each child, which will be washed at the centre.

### Before you start

---

#### Enrolment forms

Enrolment forms provide essential information for the care and appropriate necessary action for your child. It is essential that all enrolment information is completed carefully and correctly, and any updates are made where necessary.

[This must be completed prior to the attendance of every child.](#)

#### Bond

Parents of all children must pay a bond of \$100 per 1<sup>st</sup> child and \$50 each additional child enrolled in the centre, which is refunded on the termination of care.

#### Authorised people to collect children

Only persons authorised in writing by each child's parents/guardians will be allowed to collect the child from the centre. It is essential that this is kept up to date by the parent. Parents are to inform the centre who will be picking up the child either verbally or by a signed note.

### Access to the centre

---

#### Priority of access

Priority of children attending the centre follows the Federal Government's priority of access guidelines. Hillston Billylids accepts children with the following priority:

- Children at risk of serious abuse or neglect
- Sole parent, or both parents, who are employed, seeking employment or studying/training for future employment
- Children of families not identified in any of the above priority groups

### A day at Billylids

---

#### Sign in/sign out register

The sign in/sign out register is located near the entry in both rooms. It is a legal requirement that parents/guardian sign the children in and out of Billylids. This register is used in the event of emergencies and also as an audit document for financial assistance.

***Each child attending the centre MUST be signed in on arrival by the parent/guardian and must be signed out on departure by the parent/guardian.***

This is a legal document. Parent helpers, volunteers, students and visitors must also sign in and out at the end of the register, to be accounted for in the case of an emergency.

In the case of children arriving or departing on buses, parents are to supply permission when enrolling to allow primary contact staff to sign children in and out of the register when they attend.

### **Routines**

Good routines are necessary to ensure all children receive quality care. It is also important for children to gain a sense of continuity and security through an appropriate routine.

Each child comes to the centre with an individual routine which will be respected by staff at all times. Staff will communicate with parents to best try to ensure routines are consistent and appropriate to individual needs.

Parents will be asked to complete information relating to their child's daily needs and update this regularly. Staff will provide parents with information on their child's day in both written and verbal ways. Staff aim to continue a child's established routine while they are at Billylids.

### **Rest time**

In line with regulations, children will be offered a rest period during the day at the centre. Children need a quiet time to rest their bodies and minds to maintain good health.

Billylids aims to give children the chance and the appropriate environment to rest peacefully and to allow others to rest too. It also aims to make this rest period a pleasant learning experience for the child.

### **Toileting**

All children will have access to toilets throughout the day and will be reminded to go if needed at regular intervals. The number of children in the bathroom at one time will be kept to a small group. Staff will supervise toileting and ensure children follow good hygiene habits such as washing their hands. Children will be encouraged to go to the toilet independently but staff will assist when necessary and ensure toilet training is a pleasant experience.

### **Breast Feeding**

We strongly encourage any mother who is breast feeding to come in at any time to feed their child they are very welcome.

## Sick children

---

Children will encounter many illnesses during early childhood. Billylids is unable to cater for the needs of sick children and are unable to offer care when children are sick.

If your child becomes sick at the centre, parents will be contacted and asked to collect their child.

Children will be sent home if they suffer from:

- Conjunctivitis
- High temperature
- Diarrhoea, vomiting
- Other illnesses



Children who are sick will be isolated from other children until they can be collected by their parents/guardians.

***All exclusion is at the discretion of the director, or the person in charge. The director's decision is final. Decisions are made to protect the children and staff of the centre and are not intended to disadvantage individuals.***

### Informing staff

Communication between staff and parents will ensure the prevention of infectious illness and help ensure that the child's needs are being met. Parents need to alert staff to any change, or possible change, in their child's wellbeing i.e. a restless night, illness in the family, teething, antibiotics, nappy rash etc.

Billylids needs to be notified if a child is away due to illness in case symptoms occur in other individuals.

Staff will also inform parents of any change in their child's behaviour or condition which may be indicative of impending illness.

### Be considerate

Children who are unwell require extra time and attention from staff, even when the spread of infection is not an issue. When staff feel that a child or children are too unwell to participate in the normal activities of the centre, or that one child is taking up more than a normal amount of staff time and attention, parents will be contacted and required to collect the child.

Such a decision will not be taken lightly. Staff will first consult with other staff and then the Director or the Temporary Authorised Supervisor. The decision to contact a parent in such a situation will be based on the need to maintain high quality care and education to all children.

Parents are asked to always find alternative arrangements for sick children.

## Medication

Children are able to attend the centre while taken medication prescribed by a doctor, or medication provided over the counter. Parents need to complete a "Permission to Administer Medicine" form, and medicine needs to be provided in its original packaging.

Children are able to attend Billylids 24 hours after the first administration of antibiotic treatment if prescribed for an illness or infection. Staff will then administer the antibiotics while the child is at Billylids.

Medication will be kept in an appropriate locked place out of the reach of children.

## Immunisation

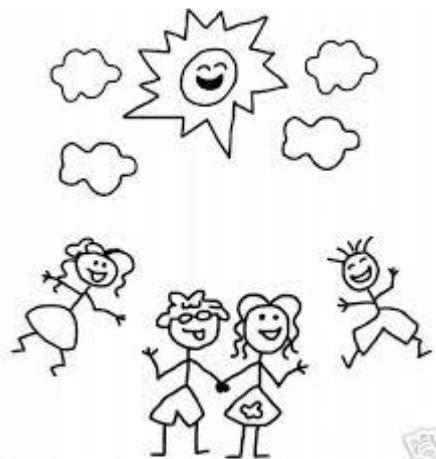
Parents of all newly enrolled children are requested to provide evidence that their child is appropriately immunised in accordance with their age. This request is in line with the Department of Health objectives for the full immunisation of all children.

Unprotected children (those not immunised) are able to attend the centre but will be excluded from the centre for the period of an outbreak, which complies with the Department of Health regulations.

You can get a copy of your child's Immunisation details at any time:

- ❖ Through Medicare Online Services
- ❖ By requesting a statement to be sent in the mail
- ❖ At your local DHS Service Centre
- ❖ By calling the immunisation Register on 1800 653 809

Information provided from [www.humanservices.gov.au](http://www.humanservices.gov.au)



## Sun Safety

---

### Sun protective behaviours - hats

- All children will wear hats that protect the face, neck, ears and crowns of the head for outdoor activities.
- Parents are required to provide a legionnaire or broad brimmed hat for their child. If parents forget to send a hat with their child, a note will be sent home on that day.
- Spare hats will be kept for the children to wear if parents forget to send a hat. When worn, these hats will be washed at the end of the day.
- Staff will ensure children are wearing legionnaire or broad brimmed hats when outdoors. A strategy to encourage this is “no hat/play in the shade”.

All staff will wear hats that protect their face, neck, ears and crown of the head for outdoor activities.

### Sun protective behaviours – clothing

- Parents are asked to dress children in clothing that gives protection from the sun.
- Parents must dress children in sun protective clothing ie shirts or dresses with collars or high necks and sleeves, trousers, longer shorts or skirts. Clothing should be made from closely woven material.
- Spare clothing will be kept and used if children attend the centre inadequately dressed. A reminder note will be sent noting clothing requirements.

All staff will wear clothing that gives protection from the sun when outdoors and parents will be asked to wear appropriate clothing and hats when involved in service activities.

### Sunscreen

Broad spectrum, water resistant sunscreen will be applied to all children before morning outdoor play. Parents are asked to apply sunscreen at home before their children arrive at the centre or from the centre’s supply when the children arrive.

- The centre will provide SPF30+, broad spectrum, water resistant sunscreen for use by staff and children.
- Parents will be informed that sunscreen will be applied. If permission to apply sunscreen is not granted, parents will be asked to provide sunscreen for their own child.
- If a child cannot wear sunscreen, he/she will be required to cover up with a long-sleeved top with a collar or high neck, and long pants, and wear an appropriate hat.

## Nutrition

---

During early childhood, many food habits are developed which continue throughout life. It is important for food to be nutritious as well as meeting the social, cultural and educational needs of children.

Mealtimes provide a valuable opportunity to build a sharing and caring environment that can flow over into other aspects of the centre's program.

Children have high nutritional needs because of their rapid growth and these needs must be met. Food and drink should be culturally appropriate, nutritious and in sufficient quantities to meet each child's dietary requirements.

Water is needed by the body to function effectively. Children should be encouraged to drink water to quench their thirst in preference to drinks containing sugar.

Cooking activities will be encouraged at Billylids, and will incorporate cultural awareness as well as nutritional value, along with the children learning appropriate food handling methods.

We strongly support families who wish to continue the breast feeding of their infants.

Billylids supplies morning and afternoon tea. Parents are asked to provide a healthy, nutritious lunch. Meals can be reheated for children.

***When children are on special diets, parents will be asked to provide as much detail as possible to the staff about suitable foods. It may be necessary for parents to provide some specialised food/drinks.***

## Getting involved with Billylids

---

Billylids is a not-for-profit community based long day care service which supports the community of Hillston with quality childcare. Quality childcare happens when parents take an active role in the operations of the service and participate in the overall running of the centre. Quality also exists when parents and the community take an active role in service delivery.

### Parent committee

Parents are encouraged to be part of the decision making by joining the management committee. An annual general meeting is held each August where nominations are taken for the committee. Committee members must pass several checks before they are eligible to join.

### Program participation/involvement in curriculum

Billylids welcomes visits by parents and family members to the centre through an "open door" policy.

We encourage families to share their interests and skills in the daily program. Singing, story reading, cooking, playing a musical instrument, dancing, gardening, juggling or any other skill which could be shared would be welcomed.

### **Staff/parent meetings**

Staff will make every effort to discuss your ideas, suggestions and concerns as they arise. Sometimes this is not possible in the busy morning and afternoon periods, so another time which is suitable to both staff and parents can be arranged.

### **Excursions**

Billylids requires parents to be involved in all excursions to provide required ratios for safe supervision of children. Excursions are often the most enjoyable times you can spend with your child at the centre.

### **Fund raising**

A fundraising officer is elected by the management committee at each AGM. Information on fundraising events is discussed at general committee meetings, in the fortnightly newsletter and on display boards at the centre. All involvement in fundraising is greatly appreciated and goes towards improving the centre.

### **Social events**

There are many social events held throughout the year. Billylids provides these opportunities to allow parents and children to get together.

### **Working bees/playground maintenance**

Parents are encouraged to help maintain the centre building and equipment at working bees.

### **Complaints/concerns**

---

Comments on the performance and workings of the centre are welcome at Hillston Billylids.

Parent input is extremely important and feedback provides the staff and management committees with ideas to follow up.

It also allows the committee/staff to modify or change policies if the need arises.

Complaints, concerns or feedback can be raised in the following ways:

- ❖ Informal discussions can be carried out on a one-to-one basis with any staff member, or an appointment can be made with the director. Staff will be happy to talk about aspects of care and programming.
- ❖ Issues with fees or administration should be discussed with the office manager or director.
- ❖ Formal complaints about service delivery, aspects of care, administration procedure or other issues should be raised with the president in writing.

Parents may like to raise the issue with the director prior to taking this action, to determine if the issue can be solved at that level.

- ❖ Once an issue is tabled at a committee meeting, it will be dealt with by the general committee or the executive committee, comprising the president, vice-president, secretary or treasurer.
- ❖ The issue may require the parent to meet with other parties to discuss the issue with them and look at ways it can be resolved.
- ❖ Once the issue is resolved, all parties will be notified by the outcome.

***We strongly encourage parents to discuss issues with the staff at appropriate times in the centre, and not in out of hour's situations outside the centre.***

If parents believe their complaint or concern has not been handled appropriately, it is possible to contact the Department of Education And Communities [ececd@det.nsw.eud.au](mailto:ececd@det.nsw.eud.au) or PH 1800619113 the NSW Ombudsman's office on (1800) 451 524 who will be able to assist with the concern.



## YOUR EASY “HOW TO PAGE” for Claiming Child Care Benefit

Child Care Benefit helps cover the cost of child care, including long day care, family day care, occasional day care, outside school hour’s care, vacation care, pre-school, and kindergarten. It may also help cover the cost of child care provided by grandparents, relatives, friends or nannies.

You may be able to claim Child Care Benefit if:

- ❖ you use approved or registered care
- ❖ you are responsible for paying the child-care fees
- ❖ your child is immunised (or on an immunisation catch-up schedule) or is exempt from having to be immunised
- ❖ you meet the residency requirements, **and**
- ❖ you meet the income test.

The amount of Child Care Benefit you can get depends on the amount and type of care you use, your family’s income, the number of children you have in care, and whether you meet the 'work, training, study test' (or an exemption applies).

Please fill in the online claim form at – [humanservices.gov.au/childcare](http://humanservices.gov.au/childcare)

or contact human services on 136 150

As soon as possible so they can endeavor to have your CCB claim finalised as quickly as possible.

Remember to keep a record of the parent’s CRN (Customer Reference Number) of the person who will be claiming CCB and any children and their details. This information is a legal requirement for any Childcare service.

*Below is a table you may like to use to keep your details handy!!*

Name	CRN	DOB
(Parent claiming CCB)		
(Child attending Care)		
(Child attending Care)		
(Child attending Care)		