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## The Hub Preschool & Early Education Academy Pty Ltd

ABN 48 608 190 549 | ACN 608 190 549 158

P: 02 4967 2342

W: [www.thehubpreschool.com.au](http://www.thehubpreschool.com.au)

Approved Provider: The Hub: Preschool & Early Education Academy Pty Ltd

### Centres:

#### **Broadmeadow:**

78-82 Brunner Road, Broadmeadow NSW 2292

Opening times: 7.00am to 6.00pm

#### **Elmore Vale:**

156 Lake Road, Elmore Vale NSW 2287

Opening times: 6.30am to 6.00pm

#### **Mayfield:**

121 Hanbury Street, Mayfield NSW 2304

Opening times: 6.30am to 6.00pm

#### **Rutherford:**

81-85 Weblands Street, Rutherford NSW 2320

Opening times: 6.30am to 6.30pm

#### **Sandgate:**

23 Rural Drive, Sandgate NSW 2304

Opening times: 6.30am to 6.00pm

#### **Waratah:**

39 Station Street, Waratah NSW 2289

Opening times: 6.30am to 6.00pm

Fees are charged on Public Holidays

## Regulatory Authorities

Our Service complies with the National Quality Framework (NQF including the National Quality Standards (NQS, the Early Years Learning Framework and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the new national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA as well as the state licensing department in our State. To contact our Regulatory Authority, please refer to the contact details below:

## New South Wales

### **NSW Early Childhood Learning Commission**

The NSW Early Learning Commission is the independent authority responsible for regulating early childhood education and care services across New South Wales, ensuring that services meet the standards set out under the National

Quality Framework.

P: 1800 619 113

E: [information@earlylearningcommission.nsw.gov.au](mailto:information@earlylearningcommission.nsw.gov.au)

W: <https://earlylearningcommission.nsw.gov.au>



# Welcome to our Service

Welcome to The Hub Preschool & Early Education Academy – we are so pleased you are here.

This parent handbook has been designed to provide you with important information to support your child's journey with us and to help you feel confident, informed and connected as part of our Hub Family.

We encourage you to read through this booklet and ask questions about anything you are unsure of. Conversations matter to us, and we value open and transparent communication.

Our service operates with an open-door philosophy. You and your family are always welcome to visit, talk with educators and engage with what is happening in your child's day.

## Our Approach:

Finding the right early childhood service for your child can feel overwhelming, and we understand how important this decision is.

At the Hub Preschool & Early Education Academy, our aim is to create a safe, nurturing and joyful environment where children are supported to grow socially, emotionally, physically and creatively.

We believe children learn best through relationships, curiosity and meaningful experiences, and our programs are thoughtfully designed to foster confidence, resilience and a genuine love of learning.

We are equally committed to building strong partnerships with families. When educators and families work together, children thrive with shared responsibility and trust sits at the heart of everything we do.

## Our Policies:

Our policies are available in service and on our OWNA platform, and provide important information about how we operate and care for children.

Families are always welcome to view these documents, ask questions and provide feedback – your voice matters to us, and we value your input as part of our continuous improvement journey.

We look forward to walking alongside your family.

# We want you to feel:

- Welcomed, recognised, acknowledged and respected by all our educators.
- Your child is really known by, and really knows, the people who care for them.
- You are given lots of information about what is occurring and are asked for your views.
- You are involved in making decisions about your child's experiences.
- You and your child are received and greeted upon arrival.
- Your child is happy, secure and engaged.
- Your child is not just looked after, but really educated and cared for.



# Child Safe Standards

## Our Commitment to Child Safety

Our service is committed to creating and maintaining a child safe environment where all children are protected from harm, abuse, and neglect. We have zero tolerance for child abuse and are committed to acting in the best interests of every child at all times.

Child safety is a shared responsibility. We work in partnership with families, educators, staff, volunteers, and the wider community to ensure children feel safe, respected, listened to, and supported.

## Child Safe Culture

We promote a culture where: - Children feel safe, valued, and empowered - Children's voices are listened to and taken seriously - Diversity is respected and celebrated - Concerns about child safety are raised and responded to promptly

Children are encouraged to express their views and feelings and are supported to participate in decisions that affect them, in ways that are appropriate to their age and development.

## Recruitment, Screening and Training of Staff

To support child safety: - All educators, staff, contractors, and volunteers are required to undergo appropriate background checks, including Working With Children Checks (WWCC) - Recruitment processes include child-safe screening practices - Ongoing training is provided to ensure staff understand their child protection responsibilities, mandatory reporting obligations, and safe practices

## Codes of Conduct and Safe Behaviour

All staff and volunteers are expected to comply with a Code of Conduct that outlines acceptable and unacceptable behaviours when working with children. This includes clear guidance on: - Professional boundaries - Appropriate physical contact - Online and digital safety - Supervision and interactions with children.

Breaches of the Code of Conduct are taken seriously and managed in line with our policies and legal obligations.

## Responding to Concerns, Complaints and Allegations

We take all concerns about child safety seriously.

If a child, parent, or staff member raises a concern or makes a complaint related to child safety: - It will be responded to promptly, respectfully, and confidentially - Mandatory reporting obligations will be met in accordance with NSW legislation - Appropriate action will be taken to ensure the safety and wellbeing of children.

Families are encouraged to raise concerns with the service Director or Approved Provider. Information about external reporting bodies is available upon request.



## Supporting Children Who Are Vulnerable

We recognise that some children may be more vulnerable due to age, disability, trauma, family circumstances, or cultural background.

Our service: - Provides inclusive and supportive environments - Makes reasonable adjustments to support individual needs - Works with families and external professionals when required.

## Partnership with Families

We believe strong partnerships with families support child safety.

Families are encouraged to: - Share relevant information that supports their child's wellbeing - Speak openly with educators about any concerns - Participate in child safety conversations and initiatives.

## Continuous Review and Improvement

Our child safe practices are regularly reviewed to ensure they remain effective and aligned with legislation, the National Quality Framework, and the NSW Child Safe Standards.

Feedback from children, families, and staff is welcomed and helps us continually improve our child safe culture.

## What This Means for Families

For families, our Child Safe Standards mean you can expect that: - Your child's safety, wellbeing, and dignity are always our highest priority - Educators and staff are carefully screened, trained, and supported to work safely with children - Your child is listened to, respected, and supported to speak up in ways appropriate to their age - You will be informed and involved if there are any concerns relating to your child's safety or wellbeing - Concerns or complaints will be taken seriously, handled respectfully, and responded to promptly - You can access our child safety policies, procedures, and codes of conduct at any time

Families also play an important role in keeping children safe. We encourage you to: - Share relevant information that helps us support your child - Talk with your child about feeling safe and speaking up - Raise any concerns, questions, or feedback with the Director or Approved Provider

Working together helps us create a safe, respectful, and nurturing environment where all children can thrive.



## Office of the Children's Guardian (NSW)

The Office of the Children's Guardian (OCG) is the NSW government body responsible for promoting and regulating child safe organisations and protecting children from harm.

Families can contact the Office of the Children's Guardian if they have concerns about child safety that they feel have not been adequately addressed by the service, or if they are seeking independent information or advice.

### Office of the Children's Guardian (NSW)

Website: [www.ocg.nsw.gov.au](http://www.ocg.nsw.gov.au)

Phone: 13 22 78

## Who to Contact

If you have a concern, question, or complaint related to your child's safety or wellbeing, we encourage you to speak with us as early as possible.

In the first instance, please contact: - Your child's Educator or Room Leader

- The Centre Director or Nominated Supervisor

If you feel your concern has not been resolved, you may contact: - The Approved Provider

You also have the right to contact external authorities at any time, including: - NSW Department of Education – Early Childhood Education and Care Directorate

- Office of the Children's Guardian (NSW)

We are committed to listening, responding respectfully, and taking appropriate action to ensure the safety and wellbeing of all children in our care.

## Further Information

Copies of our Child Safe Policy, Code of Conduct, Complaints Management Policy, and Mandatory Reporting procedures are available at the service or upon request.



# Our Learning and Inquiry Culture

At the Hub, our curriculum is shaped first and foremost by children, their ideas, theories, questions, relationships and ways of being in the world.

Our educators work within the Early Years Learning Framework and our Education and Learning policy, to design learning experiences that are responsive, inquiry driven and deeply connected to children's thinking, rather than predetermined, school like programs.

Across our services, we have a dedicated Pedagogical Leader who guides our learning culture across every service while working alongside each Educational Leader who are intentionally part of each Hub space. Our Educational Leaders work alongside educators to strengthen reflective practice, support curriculum design and champion a culture of professional curiosity. This collaborative approach ensures learning remains dynamic, intentional and grounded in each child's lived experience.

We believe that learning does not happen in isolation. Strong relationships with children, families and communities form the foundation of our work. Educators listen closely, observe carefully, and engage in ongoing dialogue with families to ensure each child's culture, knowledge, interests and identity are honoured and embedded within the program.

Our curriculum is co-constructed with children. We follow their leads, notice emerging fascinations, and invite them to revisit ideas through long-term projects, investigations and provocations. Educators remain attuned to children's cues, emotions and dispositions for learning, adjusting environments, timeframes and experiences to support deep engagement rather than rushing outcomes.

Learning environments are intentionally designed as what we refer to as the "third teacher", rich with open-ended materials, loose parts and invitations for exploration that provoke wonder, problem-solving and sustained thinking.

Rather than preparing children for school through formalised instruction, we nurture the dispositions that underpin lifelong learning: curiosity, agency, collaboration, persistence, creativity and a strong sense of self.

Through reflective practice, documentation and professional dialogue, educators make children's learning visible, using observations, stories and Floor Book records to capture thinking over time, guide next steps and celebrate growth.

**At The Hub, education is not something done to children, it is something built with them.**

# Mission Statement



*We love because God first loved us.*

*(1 John 4:19)*

- The vision of The Hub stems from a simple foundation of love . Knowing who we are and to whom we belong means we can love others unconditionally. Our goal is to share this foundation of love with our wider Hub family, community and beyond.
- It is our family commitment, to journey with our wider Hub family supporting them in and through every season. We hope, that as we partner with them, we will make lifelong connections that will impact and help shape healthy children, families, and a connected and wholesome community.



## **We Believe**

The Hub understands that integrity, compassion, and community is fundamental to shaping the next generation of lifelong learners.



## **Our Mission**

The Hub is a collection of inspiring people that foster thriving and equitable communities. By collaborating with families, we see the best outcomes for the whole child, a nurturing commitment to the early years, and a professional circle that advocates for best practice.



## **Our Vision**

With the support and strength of family and community, we build a foundation of success for children, valuing the importance of every child's first five years.

The Hub Preschool and Early Education Academy

# Mission Statement

Twenty-one years ago, after the birth of her third child, our Approved Provider, Raylee Davies had a dream. A dream to create something bold, something with purpose and something that would provide love to the community she cared so much for.

Fast forward to 2016, that dream became a certainty.

2024 welcomed another emotional milestone for Raylee and the organisation, the launch of our very first "Mission Statement". A labour of love was penned and then put to print.

Knowing who we are and to whom we belong means we can love others unconditionally, shaping healthy children, families and a connected and wholesome community.



## Our Approach to Service Philosophy

At The Hub, we are guided by a strong, organisation-wide mission, thoughtfully crafted through the vision of our Approved Provider and grounded in our shared values for children, families and educators.

Alongside this, we hold deep respect for the individuality of each of our services.

Every Hub service develops its own philosophy statement through a collaborative and reflective process led by Directors and Educational Leaders, and enriched by the voices of educators, families and local communities. These philosophies are not copied or imposed; they are carefully constructed, revisited and refined to reflect the unique character of each setting.

These documents go beyond describing what we do.

They articulate why we do it.

Each service philosophy tells the story of the people within it, the curiosities of the children, the strengths of the educators, the relationships that shape the community, and the local identity that makes the service uniquely theirs.

While united by shared values and commitments, no two Hub services are the same. Each philosophy is intentionally shaped to honour the specific culture, strengths and priorities of that service, living documents that continue to evolve as children, families and educators grow together.

Read closely, every Hub service has a story worth knowing.



## Grievances, Complaints and Feedback

We are committed to providing a safe, high quality and respectful environment for all children and families. If you ever have a concern about our service, our practices or our environment, we encourage you to raise it with us as soon as possible.

To support this, you can speak directly with the Centre Director or contact them by email. If you prefer, you may also raise your concern with the Nominated Supervisor or the Approved Provider, who can be reached at [headoffice@thehubpreschool.com.au](mailto:headoffice@thehubpreschool.com.au).

All concerns are managed in line with our Complaints/Grievance Policy, which outlines how we acknowledge, investigate and respond to complaints. Our policies and procedures are available for families to view at any time.

You will never be disadvantaged for raising a concern, and all complaints are handled respectfully and confidentially. Positive feedback is always welcome too.

If you feel that your concern has not been resolved, or you would like to discuss the matter with someone outside the service, you may contact the NSW Early Learning Commission, the regulatory authority for early childhood education and care in NSW.

P: 1800 619 113

E: [information@earlylearningcommission.nsw.gov.au](mailto:information@earlylearningcommission.nsw.gov.au)

W: <https://earlylearningcommission.nsw.gov.au>

## Child Care Subsidy (CCS)

We are an approved care facility.

The Child Care Subsidy is paid directly to services to be passed onto families. Please go the Department of Human Services website and search child Care Subsidy for more eligibility information.

What you need to do to apply for the Child Care Subsidy:

- Sign into your Centrelink online account through myGov.
- Select Make a claim, then start a new claim.
- Work through the steps to provide your current details.

For further details please contact FAO on 13 61 50 or speak to our family accounts team on 02 4967 2342.



## The Daily Routine

We provide an environment where the children feel comfortable and secure at all times, and our rooms have daily rhythms that reflect this. Our routines are designed to maximise each child's opportunities to learn and develop.

Throughout the day, children will experience a number of different activities which are part of the educational and developmental curriculum operated by all of our educators. These will be based on the interests, skills and knowledge of the children and include aspects of their culture, family and community.

Each room will display their routine which parents may read, and Educators will be happy to answer any questions.

## Meals Provided

- All meals offered within the service are nutritionally balanced and designed to meet children's dietary requirements.
- Breakfast (family grouping) 6.30am-7.30am.
- Morning and afternoon tea (always includes fresh fruit and vegetables).
- "Chef" prepared lunch.
- Late Snack (family grouping) (see Menu) 5.00pm-5.30pm.

A top-down photograph of several children sitting on a grey floor, focused on painting Easter eggs. One child in the foreground is wearing a red bunny mask. The children are using various colored paints and brushes to decorate the eggs. The scene is brightly lit, and the children appear to be in a classroom or activity room.

# Children

## Those First Weeks

The introduction into education and care can be difficult for children and parents. Children's safety and happiness are the priority for Educators when welcoming new children to the Service and when assisting the family to settle into the Service environment. It is recognised that families needs will vary greatly in the orientation process and individual needs will be addressed.

The following outlines some helpful hints for parents on settling their child into care:

- Talk to the educators about your child, for example, what they like to do, successful ways of settling them to rest, foods they like and dislike and so on. This helps educators to get to know your child.
- When leaving your child it is best to make sure that you say goodbye and then leave. Hesitating and not going after you have said your goodbye only confuses them, especially if they are upset. Reassure your child that everything is alright and you will return later. This can help them to settle.
- It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and then passing them to an educator, or sitting down with them to read a book or for a short play before leaving.
- At first some children protest strongly while others may take a day or two to realise that you are leaving them and begin to protest after several days. Children soon learn that you do return and in the meantime they are well cared for.
- Make sure you familiarise your child with the environment and the people in the environment (children and adults) by coming in for visits before commencing care.
- Ease your child into care with short stays to begin with.
- If your child is unsettled, short visits with you will help your child to gain trust with an unfamiliar environment. These visits can be made on a day when your child is not booked to attend.
- Your child will be reassured when they see positive interactions between educators and parents or educators and other children, and this will help them to establish trust in an unfamiliar setting.
- Try to talk at home about the centre. Mention the names of the educators and other children. Talk about the things the child will be able to do at child care that are fun and enjoyable.



## What to Bring

### 6 weeks-2 year old Rooms

- Numerous changes of clothing that are weather appropriate
- A hat – a full brimmed wide hat
- Bottles and sippy cups (filled with water only)
- Comforters (clearly labelled). Dummies must have caps and be placed in your child's locker
- Formula
- No amber beads please

### 2-3 year old Rooms

- Several changes of clothing that are weather appropriate
- A hat – a full brimmed wide hat
- A drink bottle (not metal or glass, filled with water only)
- Nappies or Pull-ups (these are not provided in these rooms)

### 3-5 year old Rooms

- Two changes of clothing that are weather appropriate
- A hat – a full brimmed wide hat
- A drink bottle (not metal or glass, filled with water only)
- Nappies or Pull-ups (these are not provided in these rooms)

## Birthdays

We believe that birthdays are important milestones and we enjoy making each child feel valued and celebrated on their special day. Educators acknowledge birthdays in meaningful ways within the room, such as singing, group celebrations, special experiences, or other age-appropriate activities that help your child feel recognised and included.

To ensure the health, safety and wellbeing of all children in our care, we are unable to accept birthday cakes or other food items brought in from home. This is due to allergy management requirements, specific dietary needs, and our commitment to maintaining a safe environment for every child.

We appreciate your understanding and support in helping us create celebrations that are inclusive, safe, and enjoyable for everyone. If you would like to discuss alternative ways to acknowledge your child's birthday, we warmly welcome you to speak with your child's educator.



## Clothing

Parents are advised to send their children to the Service in comfortable inexpensive clothing. The children need to be able to move around during play and should be unimpaired by clothing. While paints, etc will come out in the wash, accidents do happen so please don't send your child in expensive or designer clothing. Young children enjoy and need 'messy' play with paint, clay, sand, water and mud. Shoes, when worn, must be supportive and safe, ie. NO THONGS.

The Service only has a limited supply of spare clothing. Please supply at least two changes of clothing and underwear in case of accidents.

Please label your child's clothing and replace name tags if they fade in the wash. Ensure clothing is suitable for the weather.

## Clothing Safety

Please do not dress your child in clothing with cords eg. shorts, hats, as these have the potential to become caught on equipment and may cause serious harm to your child. Please refer to 'Sun Protection' on page 27 for more information on clothing safety.

## Belongings

Please ensure all belongings are clearly labelled. Lost property will be displayed for parent collection at reception. Parent cooperation in labelling assists the Service in keeping your child's belongings together.

It is appreciated if personal possessions are not brought to the Service eg. toys, etc. Any possessions brought must come entirely at the parents own risk with regard to breakage or loss. A soft toy or security item for rest time is acceptable.

## Lockers

Each child/parent chooses a personal locker daily using a name tag (provided). Please remove all items from your child's locker DAILY and replace their name tag back on the board at the end of each day.

Your child's bag should be clearly named and placed in a locker.



## Behaviour Guidance

Educators follow the Relationships with Children (Behaviour, Inclusion) Policy which extends across the whole Service giving consistency of expectation in all groups. The policy allows children to develop self-discipline, a respect for others, for property and respect for self (age-appropriate).

The policy aims to:

- Ensure that all educators form positive relationships with children that help them feel safe, supported and valued, fostering a strong child safe culture. Educators will encourage positive relationships between children and their peers, as well as with educators and volunteers at the Service.
- Acknowledge the importance of adult–child interactions, as supported by widely recognised child development authorities. The Service is committed to developing trusting and respectful relationships while providing an environment where interactions with each child are warm, responsive and foster a sense of trust and belonging.
- Ensure the safety, rights and best interests of children are the paramount consideration in all interactions between staff and children. Educators build warm, respectful and responsive relationships that uphold children’s dignity, emotional safety and sense of belonging. Behaviour guidance, conflict resolution and communication is child centred and trauma informed, ensuring that children’s rights and wellbeing override adult convenience or operational pressures. All staff model safe, respectful and empowering interactions at all times. This includes actively listening to children’s voices, supporting their agency, and ensuring interactions are culturally safe, inclusive and free from bias.
- Maintain a child safe culture consistent with the NQF Child Safe Culture Guide and the NSW Child Safe Standards, including proactively identifying risks, responding to concerns, and ensuring children feel heard, respected and protected.

## Rest and Sleep

### In our Baby rooms

We are committed to providing a safe and supportive sleep and rest environment for all children. In accordance with the safe sleep recommendations of Red Nose Australia (SIDS guidelines), our practices are designed to reduce risks and promote children's wellbeing at all times.

Our sleep and rest procedures include:

- Placing babies on their backs to sleep.
- Ensuring cots meet current Australian safety standards.
- Providing a clear sleep space, free from soft toys, loose bedding, pillows and bumpers.
- Maintaining appropriate room temperature and supervision at all times.
- Conducting regular physical checks and documenting sleep periods.



We also recognise that each child has individual sleep and rest needs. Educators work closely with families to develop a consistent and responsive approach that supports children's comfort while ensuring compliance with safe sleep requirements.

#### **In the 2-3 year old rooms**

A stretcher will be provided for each child. Children will be encouraged to rest quietly and have a sleep if needed and books and drawing will be provided on the individual stretcher for children who do not sleep.

#### **Children in the Preschool room engage in rest and quiet activities**

Quiet activities will be provided and each child will be offered an opportunity to sit and relax. If a child needs a sleep, a stretcher bed will be provided.

Rest time varies according to individual needs. We aim to make rest time a relaxed, pleasant time for children. Please feel free to discuss your child's rest needs with the Director or educators.

It is important to note, we do not wake children from sleep.

Families are encouraged to discuss their child's specific sleep routines or requirements with educators so that we can provide care that is safe, respectful and aligned with best practice guidelines.

## Parents

We believe the best way to work with you and your child is by building a partnership of care. To do this we want you to feel you are given lots of information about what is happening and you are asked for your views.

## Communication, Communication, Communication

### What is the best way to communicate with you?

Everybody has different communication styles and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child.

We have many types of communication we use for families in the Service just like you.

### OWNA app

When you accept an enrolment offer at a centre, you will receive a request to join our OWNA app, which is an interactive tool we use to communicate with our families.

### Social Media

The Hub Preschool & Early Education Academy uses information technology to support communication, learning and the effective operation of the Service. We are committed to ensuring that all use of technology is safe, respectful and work related, and that the privacy and confidentiality of children, families, educators and the Service are always protected.

Educators use Service issued devices only when working with children or capturing documentation. The Service does not take or use full face photographs of children, except in limited circumstances where the Director or Assistant Director may use their Service approved phone to capture images required for the management of medical management plans, allergies, intolerances or preferences. All images and videos are taken and used in line with our policies, family permissions and the recommended National Model Code for Taking Images or Videos of Children.

If you do not want your child's photo to be taken, please select 'No' when completing the enrolment and permissions form in OWNA. Our priority is to ensure that children's identities, wellbeing and safety are safeguarded at all times when technology or social media is used.



## Confidentiality and Discretion

Information received through written and spoken communication with families will be treated with discretion.

At any time if you require a private discussion with our educators, please inform the Director to assist in making the time available. This can happen face to face or by phone.

## Ways we communicate news/events at the Service:

- Verbally at arrival and departure times.
- Regular notifications regarding centre-related news and upcoming events will be delivered through email and/or the OWNA app.
- A notice board where various messages and notices are displayed advertising current issues and upcoming events.
- Occasionally educators will ask parents to complete short surveys in order to maintain up to date records and seek parent feedback on various topics.
- Policies will be regularly reviewed in a variety of ways (OWNA app and sign in area to enable parent comment on Service practices).

## Communication and Educators

### What can you expect from Educators?

#### Educators will:

- Inform families promptly and sensitively of any out of the ordinary incidents affecting their child.
- Share with children's families some of the specific interactions they had with the children during the day. This can occur verbally and also via our OWNA app.
- Provide information on children's eating, sleeping and bathroom patterns through verbal/OWNA app or documentation in person.
- Keep an appropriate record of joint decisions made with families affecting children's progress, interests and experiences.

Please feel free at any time in person, by phone or email to discuss your child's progress, relationships, interests and experiences.



## Priority of Access Guidelines

There are no mandatory requirements for filling vacancies. Providers can set their own rules for deciding who receives a place.

Providers are asked to (but not legally obliged to) prioritise children who are:

- at risk of serious abuse or neglect.
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

This meets the Australian Government's aims of helping families who are most in need and supporting the safety and wellbeing of children at risk.

## Court Orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. Without a Court Order we cannot stop a parent collecting a child.

## Arrival and Departure

For safety and security reasons ALL children must be signed in on arrival, and signed out on departure via OWNA app. Please ensure all contacts and authorised pick-ups are up to date. No child will be allowed to leave our service with a person who is not stated on the enrolment form, unless prior arrangements are made with the Nominated Supervisor.

## Building Security

All families will be buzzed in by staff on arrival. Due to the size and location of our building, we will open the doors when the doorbell is rung. When somebody different is picking up or dropping off your child for the first time, please make sure they show their license to reception on arrival. If someone is unknown to us, we will seek identity before offering entry into the premises. Please make sure identification is carried at all times. We ask for patience if a staff member is unsure of who you are, we are a big service and some staff may not know all parents due to being in different rooms, etc.

Please note our building is monitored by an external security company.



## Paying of Fees to the Service

All payments must be made by direct debit via our OWNA app. All families must provide their payment details via the OWNA app upon enrolment. CENTREPAY may be available after consultation with management, however, requests are carefully assessed and not guaranteed to be approved. Our Service has a no cash policy. All payments are processed via Direct Debit on a Friday each week.

**\*\*PLEASE NOTE:** This is the FULL fee and does not take into consideration any claim of Childcare Subsidy (see details below). It is the parents' responsibility to register for these benefits and to ensure the centre has record of their CRN details. For further information, please refer to our Fees Policy.

It is our policy that all fees are paid one week in advance at all times. It is our policy that there should be no outstanding fees.

Accounts in arrears will be reviewed by The Hub's family accounts team and the Director, and may potentially be subject to care being cancelled. Once you have exited the service, any outstanding fees will be sent to a debt collection agency, any costs incurred will be passed onto the account holder.

## Bond

A bond of \$300 per child or \$500 per family is paid prior to orientation. The bond is refundable once your time at The Hub is complete. Please note that if you decide to cease service prior to commencement or within the first 2 weeks of your child's enrolment, your bond will not be refunded.



## Absences

The subsidy is paid for each child for up to 42 absences per financial year from all approved child care services, not from each service, except occasional care. These absent days can be taken for any reason with no evidence required.

You can also be paid for additional absences beyond the 42 days for certain reasons. There is no limit on these days, but supporting documentation will be required. Talk to your child care service about additional absence information and any supporting document requirements.

## Notification of Hours

When completing your enrolment form, please state your child's hours of attendance, and give notice for change of hours, so we can staff the centre accordingly. The same fee is charged no matter what hours your child attends.

If a child is not collected by close, a fee of \$15.00 plus \$2.00 for each minute or part thereof will be charged. This is a serious incident as the service is NOT licensed to care for children outside of these specified hours. Picking a child up AFTER close may jeopardise your child's place in the service.

## Attendance and Absence

Once a child is enrolled at the Service, payment of fees must continue during the child's absence for illness or other days the parent chooses to absent their child. Public Holidays are charged for. Fees will not be charged when the centres are closed between Christmas and New Year.



## Notice of Withdrawal

The Service requires 4 weeks notice advising of the withdrawal of a child. This notice must be given by requesting the Exiting Service Form on our OWNA app. If notice is not provided, fees will be charged for the 4 week period.

*\*\*PLEASE NOTE\*\* if your child is absent on their last day or days you will be charged full fees for all days back to your last attendance day at the centre as you will not be eligible for any CCS for those days.*

## Amendment to Days Enrolled

Parents are required to provide 2 weeks written notice in writing if they wish to reduce the days their child attends.

When a parent wishes to increase the number of days, a discussion with Directors is required and is dependent on availability. To request a change to enrolment, parents/carers must email their centre.

## Casual Attendance Days

Enrolled children may be able to be accommodated for special 'casual' days of attendance. Discussion with the Director is required with as much notice as possible depending on availability on the day required.

Once a casual day is booked into the system, cancellation of the booked spot **MUST** be done via email by the FRIDAY of the week prior to booking. If this does not occur, a charge will be incurred.

Casual days are offered based on availability on the day required.



## Parent Involvement

### Family Skills, Interests and Talents

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways your family can be involved. We understand that our busy lives cannot always afford the time, however, any contribution no matter how big or small is much appreciated.

### Your Occupation or Hobby

Your child loves you, and you are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (eg. music, craft, cooking) or demonstrate practically a skill (eg. guitar, etc). Everything parents do interests children and these talks are the best educational resources you can provide for the Service. We use information that has come from discussions about occupations and hobbies in our programming and the ideas explored from parent talks can last for weeks.

### Your Home Culture

Your home culture is most welcome in our Service. We would greatly appreciate if you were able to share with our Service aspects of your culture and family life. This would assist us to enrich the lives of all our families and children. We have a cultural table that we use to represent the cultures of our service and also a world map to visually display cultural heritage. We use sticky dots to locate places families have come from, please do this activity with your child at your convenience.

### Mini Reverse Garbage (MRG)

We are very proud of our Mini Reverse Garbage. The MRG was born out of a desire to be sustainable and is included as part of our sustainability project. We have a basket at the front of the service where you can place your recyclables such as empty food containers, ribbons, wrapping paper, towel tubes (not toilet rolls or egg or milk because of hygiene and allergy issues), plastic bottle tops, bread ties, spools, paper or anything interesting from your work is much appreciated.

### Book Swap

Our book swap is part of our sustainability project. We believe the book swap is a great way to reduce waste. Please bring books into the centre's administration office. We have so much to gain from doing what we can to reduce negative impacts on the environment and contribute in positive ways to sustainability, every little bit we do makes a difference. We are very excited to see the positive benefits of this initiative. Books can be any type such as children's, cooking, fiction, non-fiction etc. More information on our sustainability projects will be communicated through OWNA as they develop at our centres.



## Health and Safety

The Service provides a healthy and safe environment for children, Educators and families – please refer to our policies covering nutrition, hygiene, medication and infectious diseases. Children with contagious illnesses must be kept at home.

### Food Allergies

We are an allergy aware Service.

Please inform the Nominated Supervisor if your child has any allergy or anaphylaxis. All allergies issues must be updated with the Director as they occur or change. Please make sure your enrolment form is up to date with allergy information, ensuring relevant documentation/plans are also provided. With any changes to allergy/dietary or medical Information, you must fill in an 'Advice Form' on OWNA or a 'Risk Minimisation and Communication Plan' if your child is on a Medical Action Plan.

### Illness

When an outbreak occurs, notification will be circulated via OWNA with an attached information handout outlining symptoms, exclusions, etc. These outbreaks and exclusions are also written on our noticeboard in centre foyers.

A doctor's clearance is required for the return of a child to care after an infectious disease has been notified to the service. Please see the 'Staying Healthy in Child Care Infectious Disease' Fact Sheet. Infectious diseases are not limited to the Fact Sheet and the Director will confirm exclusions for other illnesses not listed. The Director's or certified person's discretion will be used when necessary. Please do not send your child to care for 24 hours after they have and a temperature over 38.1 degrees, diarrhoea or vomiting. Please do not send your child if medication has been given for a temperature. Children who are not immunised will not be allowed to attend the service.



## Immunisation

Children who have not been vaccinated will be unable to enrol in childcare under the new New South Wales legislation. The New South Wales State government closed the 'conscientious objector' loophole, meaning all parents must immunise their children. We are unable to accept children who have not been immunised.

The policy coincides with the 2016 federal governments 'No Jab, No Pay' policy that exempts unvaccinated children's families from certain child care tax benefits. This policy still applies to all states outside Victoria, Queensland and New South Wales.

Parents must provide an Australian Immunisation Register (AIR) certificate showing their child's immunisation status at the time of enrolment and when updates occur.

## Medication

Educators will be able to administer medication to children who are recovering from illness if a medication form has been completed at the centre before the medication is given. The Nominated Supervisor or an Educator can assist you to complete the form.

Medication must be in date, in its' original container with the original label, have the child's name on the label, MUST be a chemist label and have any instructions about the medication (including those from a GP) attached to the medication.

Medication must be handed to an Educator for appropriate storage.

Please DO NOT leave medication in your child's bag.

If your child develops a temperature while at the service, you will need to have someone readily available to collect your child as soon as possible. Educators may administer over-the-counter medication, such as infant or children's paracetamol, if required, with verbal authorisation obtained via phone from a parent or carer. A medication authorisation form must then be signed by the parent or carer upon collection of the child.

Any child who has commenced an antibiotic must not attend the Service for 24 hours from commencement.



## Medical Conditions including asthma and anaphylaxis

The Service aims to provide a safe environment for children who have identified medical conditions. It is Service policy that a Medical Management Plan be completed by parents/guardians in consultation with the family doctor. The Plan should include a photo of your child, state what triggers the medical condition, what first aid is needed, contact details for the doctor who signed the plan and state when the Plan should be reviewed. This must be completed and returned before enrolment commences or as soon as possible if an already enrolled child commences a Plan.

Parents/carers must complete and sign a 'Risk Minimisation Plan and Communication Plan' in consultation with the director. When information on your child's medical management plan changes, their 'Risk Minimisation Plan and Communication Plan' must be updated by parent/carer.

In accordance with our policy, all Medical Action Plans must be reviewed and updated annually, please refer to our Medical Conditions Policy for further information.

## Sun Protection

Our Service's policy is 'no hat, no play'. This policy will be enforced. Parents are asked to provide a wide brim hat to wear during outside activities. These must be labelled. The most suitable hat is one which shades the ears and neck, as research is showing a high incidence of skin cancer on people's ears.

Children are required to wear sun safe clothing that covers as much of the skin as possible when outdoors. Please dress your child in clothing that will protect them from the sun i.e. tops/dresses with sleeves.

We provide Sunscreen in every program and ensure children are supported in its application

## Accidents and Illnesses

The Nominated Supervisor will contact parents immediately if a child is involved in a serious accident or illness at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers. An incident report will be sent via our OWNA app for all accidents, injuries and illnesses. This will contain details of the accident/injury/illness, any first aid that was administered, and be signed by an Educator, the Nominated Supervisor and by the parent.

## Emergency Drills

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

Each service conducts an 'Emergency Drill Risk Assessment' to ensure the safety and wellbeing of children during this time.



## Using the Service Safely

- Ensure you sign your child in and out of the service.
- Never leave children unattended in cars while dropping children off or collecting children from the Service.
- Always hold children's hands when arriving and leaving the Service.
- Never leave a door or gate open.
- Never leave your children unattended in a room.
- Ensure you hand your child over to an educator.

## Workplace Health and Safety Feedback

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work Health and Safety, please contact the Nominated Supervisor immediately.

## Educators

### Educators: qualifications and ratios

The Hub Preschool & Early Education Academy is committed to ensuring that the best persons are chosen to work at our service based on required qualifications, experience, knowledge, ability and fit for the organisation.

An important part of a child safe culture is hiring and keeping workers who prioritise child safety. The Hub Preschool & Early Education Academy recognises the risks to child safety and seeks to engage employees who share a vision where child safety is prioritised. We aim to enhance the skills of our existing staff, through creating, maintaining and improving child safe environments and ensuring child safe practices are guided by all 10 Child Safe Standards.

We meet all regulatory and legal requirements in relation to child to educator ratios and the appropriate qualifications of our educators.

## Conclusion

We aim for your child to have a happy, safe and secure relationship with our Service and our Educators and that the time he or she is in our care will be positive and fulfilling.

# Important Contacts and Information for Families

The Service provides families with current information on child and family resources and services accessible in the local community.

## ACECQA

is the new national body ensuring early childhood education and care across Australia is high quality.

Address: Level 15, 255 Elizabeth Street  
Sydney, NSW, 2000

Postal: PO Box A292  
Sydney, NSW, 2000

Email: [enquiries@acecqa.gov.au](mailto:enquiries@acecqa.gov.au)

Phone: 1800 181 088

## Family Assistance Office

Phone: 13 61 50

## NSW Department of Education

Phone: 1800 619 113

## Australian Childhood Immunisation Register

Phone: 1800 653 809

## East Maitland Community Health Service

Phone: (02) 4931 2000

## NextSense

Address: 361-365 North Rocks Road  
North Rocks NSW 2151

Phone: 1300 581 391

## Emergency Services

Police, Fire and Ambulance

Phone: 000 (or 112 from mobiles)

## Hospitals:

John Hunter 02 4921 3000

Calvary Mater 02 4921 1211

Maitland 02 4087 1000

## Police:

Waratah 02 4926 6599

Charlestown 02 4942 9999

Maitland 02 4934 0200

## Fire:

Mayfield West 02 4927 2562

Cardiff 02 4954 9111

Rutherford 02 4015 4055

Office of the Children's Guardian

Website: [www.ocg.nsw.gov.au](http://www.ocg.nsw.gov.au)

Phone (switchboard): (02) 8219 3600

NSW Education & Care Services National Laws & Regulations  
[www.legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653](http://www.legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653)

# Informative Websites For Parents

## Raising Children Network

The Australian parenting website: comprehensive, practical, expert child health and parenting information and activities covering children aged 0 – 8 years.

[www.raisingchildren.net.au](http://www.raisingchildren.net.au)

## Better Health Channel

Quality consumer health information quality-assured, regularly reviewed health and wellbeing information and services. This site is sponsored by the State Government of Victoria.

[www.betterhealth.vic.gov.au/](http://www.betterhealth.vic.gov.au/)

Please read this handbook carefully so you fully understand the commitment that you are undertaking and your responsibilities to the Service. When you have done so please sign and return the next page to the Service using the deposit box.

## Please Remember

We encourage family participation and involvement in the Service. This allows you to see firsthand what we do and your child sees that there is a connection between home and the Service.

We welcome your feedback and view "Feedback as a Gift".

