



McKay Children's Centre
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McKay Children's Centre Family Handbook

Updated February 2022

Director: Kylie Tull

Assistant Director: Kathy Dempsey



EXTENDED SERVICES DIRECTOR

- Kylie Tull

ASSISTANT DIRECTOR

- Kathy Dempsey

CHILDREN'S SERVICES EDUCATORS

- Andrea Blackmore
- Karen Bowden
- Ali Ey
- Cindy Fitzpatrick
- Gaynor Hetherington
- Julie Mills
- Jackie Ormerod
- Meg Gray
- Molly Sloman

CASUAL RELIEF STAFF

- Breanna Lythgo
- Ebony Prelc
- Ros Tregoweth
- Jo Brand
- Indi Vennables

ADMINISTRATION STAFF

- Susan Byne
- Lizzie Grosvenor

GOVERNING COUNCIL 2021

Chair: Meg Redman

Vice Chairperson: Joe Possingham

Secretary: Loren Jenkins

Treasurer: Lachlan Heysen

Public Officer: Leticia Gosse

Council Members: Tracey Lamont, Anita Corey, Fran Bartosek, Tom Rymill, Cath Kidman,
Sam Davidson

Staff Council Members: Kathy Dempsey, Kathia Martin

SUB-COMMITTEES 2021

Policy, Accreditation & Grants: Fran Bartosek, Kathy Dempsey

Environment: Joe Possingham, Sam Davidson, Kathia Martin, Kathy Dempsey

Finance: Lachlan Heysen, Tom Rymill, Joe Possingham, Tracey Lamont, Fran Bartosek, Olivia
Thomas, Finance Officer

Staffing: Meg Redman, Cath Kidman, Olivia Thomas

Fundraising: Anita Corey, Tracey Lamont, Lachlan Heysen, Andrea Blackmore (staff rep)

Parent OSHC & Vacation Care: Loren Jenkins, Tom Rymill, Gaynor Hetherington (staff rep)

Grievance Officers: Cat Kidman, Anita Corey

KINDY Members: Anita Corey, Kathia Martin, Olivia Thomas

CHILDCARE/OSHC Members: Fran Bartosek, Kathy Dempsey, and Olivia Thomas

McKay has 2 providers and so Governing council members are identified against the 2
providers- DFC and McKay Children's Centre, Inc.

Welcome

We warmly welcome your family to our Centre and look forward to a rewarding, ongoing relationship with you and your children. Our staff team consists of professionals with varied qualifications and backgrounds who have a passion for supporting children and their families. We hope you find this handbook helpful in providing information about the long day care, OSHC and preschool programs offered at McKay Children's Centre.

Sessions Available

Childcare and OSHC Hours of Operation

Childcare is available after 7.30 a.m. and before 5.30 p.m. Monday to Friday, excluding public holidays for a maximum of 50 weeks per year. Sessions available are:

Morning Session - 7.30 a.m. - 12.15 p.m.

Afternoon Session - 12.30 p.m. - 5.30 p.m.

Full Day - 7.30 a.m. - 5.30 p.m.

Before School/Kindy Care – 7.30 a.m. - 8.40 a.m. (available for children & under)

Penola Outside of School Hours Service (OSHC) operates during term time from 3.15p.m. - 5.30p.m. Penola OSHC does not operate on School closure days and in school holidays. The service is available to all children attending Penola Primary School and Mary Mackillop Memorial School.

Vacation Care is offered when staffing allows on a feasibility basis. Families are asked to register their interest in order to assess community need and viability. When offered at \$65/day eligible for CCS. This is reviewed on a term by term basis.

McKay has approx. 30 places available each day in childcare, with a maximum of 8 spots available for children under the age of 2.

Kindergarten children can be booked in to child care or OSHC before and after kindergarten care, depending on age, if there are spaces available.

Kindy Hours of Operation

Kindy operates in school terms on Tuesday, Wednesday and Thursdays. Children attend in a 5 day fortnight, 3 days one week, two days the next. It is possible to apply for childcare on non-kindergarten days. Please speak with the bookings officer or the Centre Director if you have a request for childcare or OSHC. **The Kindy day starts at 8.45am and ends at 3.00pm.** The lunch care childcare program for kindy children runs from 12.00 to 12.30pm. This is to help families so that they don't have to collect their children at lunch time as kindy in South Australia is constructed around ½ day sessions. McKay Children's Centre encourages long day sessions, in line with local Penola schools and the timing of school bus runs. A phone call if you are running late is appreciated and a late or early fee may be charged if you are persistently early dropping off or persistently late picking up your child. It is a legal requirement that a kindy aged child needs to be in the care of a qualified educator at all times.

Enrolment Procedures

An induction process is conducted at the Centre at a time suitable for the Assistant Director and parent/caregiver. A detailed procedure is in place to go through the enrolment package, please

read these carefully and complete the forms and return ASAP. Confidentiality is respected at all times.

Waiting List

If there are no vacancies available at the time of enrolment, your child's name and details will be placed on a waiting list. When a vacancy occurs, PRIORITY ACCESS guidelines will be followed (see policy for more details). Parents/caregivers will be notified of the position and have the right of refusal. It is the responsibility of the parents/caregivers to inform the centre staff if circumstances change.

Fees

Childcare and OSHC Service

As a non-profit community based service, prompt payment of your fees is required to cover operating costs and childcare staff wages. Fees are set by the Centre's Governing Council and approved by the Commonwealth Department of Education, Employment and Work Relations (DEEWR). Childcare Subsidy is available to all those who utilise the Centre, it is your responsibility to notify Centrelink of your financial details and keep these continually updated. Centrelink in turn shall notify us of your Childcare Subsidy and will pay this direct to the Centre. Childcare Subsidy is available to reduce Childcare (including Kindergarten lunch) and OSHC fees, but not Kindergarten fees paid each term. McKay offers alternate payment options, please see admin staff for more information.

On enrolment in the childcare program from July 2nd 2018, families will need to pay 2 weeks fees at the full rate of \$90.00 a day to match their booking until the family has attended for 2 weeks and a claim has been placed within the childcare management system as the Centre will not know what the family's subsidy rate will be. This practice has been recommended by the Commonwealth authority and is a standard industry practice.

It is of the utmost importance that Kindy, Childcare and OSHC parents sign the attendance register. The attendance record is important because it is a requirement of the Commonwealth Government in order for the Centre to claim any subsidy for each child. In the case of an emergency it gives us a list of who exactly is present at the Centre.

Once an offer of a place is made and a start date agreed, any changes to this date will be charged at the full rate and will not attract CCS as this is treated as an absence at the start of care by Centrelink. Centrelink do not pay subsidies if your child is absent at the start or end of care. In the case of end of care, Centrelink will back date any subsidy to when your child last attended. Please be mindful of this if your circumstances change and you need to change bookings. Please also be mindful of the Centre as staffing contracts are set according to required ratios under National Law. Frequent changes in bookings can be detrimental to the viability of the not-for-profit community based service.

Childcare Fees (as at 1st January 2021)

\$53.00 – Morning or Afternoon Session – Over 3 & Under 3 (Half Day) \$90.00
- Full Day – Over 3 & Under 3

\$450.00 per week – Over 3 & under 3

\$10.00- Before Kindy/School Care

\$24.00 – After Kindy/School Care

\$21.00 – Late & Early Fee (Every 15 minutes late or early, or part thereof, before or after end of session time. If lateness becomes a recurring issue, an increased late fee will be charged at the Director's discretion)

Fees listed are before the application of any Commonwealth subsidy.

OSHC FEES

\$10.00- Before School Care

\$24 .00 – After School Care

KINDERGARTEN FEES (AS AT 1st JANUARY 2020)

\$100.00 per term for 5 full day sessions of Kindergarten per fortnight

\$5.00 per lunchtime programme every day child attends kindy and stays for lunch

The Kindergarten term fee does not attract Centrelink payments but the lunch care fee does as lunch care is provided by the childcare staff.

KINDERGARTEN SERVICE

As a non-profit organisation your prompt payment of Kindergarten fees is requested to pay operating costs for the Centre and children's consumables. If your child is to be absent from Kindergarten for a particular reason a courtesy phone call would be appreciated.

FEE PAYMENT FOR CHILDCARE, KINDY and OSHC

Enrolling your child and signing the interim booking notification and the enrolment form confirms that you shall abide by our Overdue Fees Policy as set out below. It is the enrolling parent/guardian to pay fees in a timely manner. Kindergarten fees are invoiced at the beginning of each term and Childcare and OSHC fees are generated each week.

Invoices will be emailed to parents/caregivers in an effort to provide the most up to date information possible in a timely manner. Fees are billed weekly in arrears due to Centrelink reporting requirements. All accounts must be brought to a nil balance each fortnight. Payment may be made by direct debit, EFTPOS, cheque or cash. If paying by cheque or cash the payment will be placed in an envelope clearly marked with the name of child and amount enclosed. Cheques are to be made payable to McKay Children's Centre Inc. It is not necessary to write separate cheques for Childcare, Kindergarten and OSHC, but please write the split up on the back of the cheque. This envelope can be placed in the **FEES BOX** in the office. Cash will only be accepted by a staff member in the office (during office hours) who shall then issue a receipt. Therefore no responsibility is taken for any monies misplaced if not receipted. Alternatively you can pay fees over the Internet or via the EFTPOS machine in the office when the office is staffed.

Internet Banking Details:

Account Name: McKay Children's Centre Inc.

BSB: 633-000

Account No: 159183425

Email: info.mckay725@schools.sa.edu.au

Please Note: If you are having difficulties paying fees, please see the Director before fees are too far behind. All matters will be handled in the strictest confidence.

Cancellation and Early/Late Fees

CHILDCARE FEE CHARGING POLICY

The minimum charge for childcare is one session (i.e. half day). If care continues into a second session, an additional full session fee or a late fee will be charged.

CHILDCARE AND OSHC LATE FEE

A late pick up fee will be charged if a parent/caregiver fails to collect their child before the Centre end of session time or if they arrive early for an afternoon session. A penalty fee of \$21 will be charged for every 15 minutes late (or part thereof).

CHILDCARE CANCELLATION/ABSENT POLICY

A cancelled booking is a booking that is no longer required, whereas an absence is a booking that would have been attended if not for some unforeseeable reason e.g. sickness of child/parent or holiday.

Fees are not charged for public holidays and Centre holiday closures.

NOTIFICATION OF CHANGES;

A change of notification form (located in blue folder in Centre foyer) or email is required to make changes to bookings or request extra days, i.e.:

- notify Centre of planned absence to qualify for "holding fee day"
- changes to permanent bookings
- requests for extra care (casual or permanent)

HOLDING FEE

When you accept a place for childcare it is your right to that place on a permanent weekly basis. From the 29th of January 2018, a holding fee of 50% of the full fee is available for 10 days per child per calendar year, with 10 working days' notice given. If you give less than 10 working days' notice you pay the full fee; this is to ensure we have constant revenue. Each family will receive CCS for the holding fee within their 42 days of allowable absences. If you use all your allowable absences you will need to pay a full fee to hold your place.

PERMANENT AND CASUAL BOOKINGS for OSHC and Childcare

CANCELLATION/ABSENT	NOTICE GIVEN	ACTION by STAFF	CHARGE
Cancellation (Casual)	10 working days	Changes of notification form or email	No fee
Absent	Phone call before 8.30 am on the day or leave a message on the Centre message bank	Record reason for absence	Full Fee (with CCS if received)
Planned absence (permanent) using holding fee. 10 allowable days per calendar year.	10 working days	Change of notification form or email.	50% Holding Fee (with 50% CCS)
Planned absence (permanent) after 10 allowable days used			Full fee with CCS (if received)

Please note that CCS is paid for up to 42 allowable absence days for each child per financial year.

Arrival and Departure

During arrival and departure times, families will:

- Drop off their children after 7:30am when the Centre opens and collect them before 5:30 pm when the Centre closes. Families should be arriving to collect with adequate time for handover of information to happen (i.e. 5:10 – 5:20pm).
- Understand they may be charged additional fees or have care cancelled if they are repeatedly late to collect.
- Check family file
- Put lunch box and bottles in fridge
- Place water bottle in the trolley
- Place bag in appropriate room
- Talk to staff about your child's routine if applicable
- Hand over the duty of care of their child to educators at the beginning of the session by:
 - Greeting educators
 - Signing the child in electronically and fill in details on medical sheet if applicable.
 - Placing their child's belongings in the appropriate place.
 - Indicating to staff the person who is expected to collect the child and expected departure time on the day sheet.
- Receive duty of care at the end of the session by:
 - Greeting educator and receiving any verbal handover information, if possible.
 - Sighting and signing any illness or injury reports
 - Collecting their child's belongings
 - Signing out the child on the attendance sheet

Staff will approach you when you and your child arrive for the day. We will endeavour to arrange for a familiar staff member to greet you and your child. This enables children to develop a trusting relationship with at least one staff member during their settling in process.

Centre Closure

The Centre is closed on public holidays and there are four preschool closure days per year. Families are not charged for public holidays. We are also closed for two (2) weeks at the end of the year; these dates are decided on a year-by-year basis and families/caregivers are given advanced notice of these dates. No charges apply to the two week closure.

Childcare Subsidy

Families enrolling in the long day care program are encouraged to apply for financial support from the Commonwealth Government in the form of Child Care Subsidy (CCS). Families need to contact the Department of Human Services (DHS) on 136 150, to discuss their individual entitlements and CCS assessment. DHS will determine the CCS percentage and eligible hours applicable to each family. This will be determined by the family's annual gross income. Please provide a copy of your notice of assessment letter (CCS) to us at enrolment.

Settling in at McKay

We understand that starting at a new Centre brings lots of emotions for both children and families.

We feel strongly about making sure your child feels safe and secure here at McKay. To support both you and your child, we ask that each child has two visits prior to starting care with a parent/caregiver. There are no charges for these visits. Having these short visits helps your child begin to build relationships with other children and form a bond with their educators. Each child is unique in how long they take to feel comfortable in new relationships and places. We therefore offer additional visits where needed. Building a picture of who your child is will help us to incorporate your child's interests into our program. Getting to know your child is important to us. Understanding more about you and your child helps us to build a picture of their likes, dislikes, interests and any special needs they may have.

Working together

At McKay, we believe working together with families is important. This is why we implement primary care giving. With this model your child will belong with a small group of educators responsible for building a strong relationship with both you and your child. They will also help your child build strong friendships with other children in their primary care group. Your families, culture, traditions and beliefs are important to us and by building strong relationships with you and your child we will be able to recognise and reflect these in our environment, helping you feel a sense of belonging to the centre. We highly value your input and recognise families are the first teachers of their child. Therefore, we encourage you to share information, ask questions and get involved with us at the Centre.

Environments and Routines

At McKay Children's Centre, we see our children as a community of learners where relationships are very intentionally fostered and viewed as central to learning. Children have a strong sense of belonging and work creatively together to share and build their developing knowledge about the world around them. Each of our rooms provide environments carefully designed to not only meet the different developmental needs of children but reflect the unique interests, cultures and competencies of the children who belong in our Centre.

The Early Years Learning Framework

Our curriculum is also informed by the Early Years Learning Framework as this is the current national curriculum for children from birth to five years of age. Educators use this framework to guide their planning. Children's ideas, interests and observations are of utmost importance in developing learning experiences (both planned and spontaneous). The Early Years Learning Framework supports children in developing the following outcomes:

Outcome 1: Children have a strong sense of identity.

Outcome 2: Children are connected with and contribute to their world.

Outcome 3: Children have a strong sense of wellbeing.

Outcome 4: Children are confident and involved learners.

Outcome 5: Children are effective communicators.

Things to Bring

- Named bag/nappy bag
- Nappies (either cloth or disposable, we request children are sent with 6-8 nappies for a full day. Soiled cloth nappies will be rinsed off, soaked and placed in a plastic bag to be collected at the end of the day). Children's nappies are checked every 2 hours and changed when required.
- Nappy cream (if required)
- Changes of clothes (named)
- Milk and water bottles (named)
- Hat (named, appropriate to the season, inexpensive, wide brimmed)
- Nutritional lunch, fruit and snacks; morning fruit is provided (several foods are excluded due to being a choking hazard, please refer to nutritional policy for more info)
- Dummies and comfort items
- Sunblock (if your child requires a specific brand, please provide and advise staff).

Clothing

Children at childcare have the opportunity to experience a wide range of activities. We encourage parents/caregivers to dress their children in casual clothing appropriate for this e.g. fleecy trackpants, shorts, short/long sleeve shirts (to cover shoulders). We also encourage parents/caregivers to provide substantial shoes for the children so they may play with reduced risk (things are not suitable).

Parent Involvement

Parents/Caregivers are encouraged to visit the centre as often as possible prior to their child starting care. This helps familiarise the child with staff and the environment. Parents are welcome to come visit during the day i.e. in their lunch breaks, or whenever is convenient. We encourage families and caregivers to be involved in the centre program e.g. cooking, sharing special skills, reading stories, sharing your culture etc. You can be involved in the management of the centre by joining the Governing Council. There are also a number of other sub-committees u=you can be a part of. Your involvement is always valued and appreciated.

Policies and Procedure

The following McKay Children's Centre Policies and Procedures can be located on site or online at our website.

- Administration of Pain and Relief
- Arrival and Collection of Children
- Dealing with Infectious Diseases
- Emergency Procedures
- Enrolment (Priority of Access)
- Excursions and Outings
- Fees and Hours of Operation
- Food Handling
- Grievance Policy
- Head Injury
- Invacuation
- Safe Sleep
- Skin Protection
- Toileting Policy
- Transition Policy
- Volunteers and Students