

### Illness or Accidents

If your child is unwell please keep them at home to rest and recover (This includes "just" a high temperature). We are unable to adequately care for unwell children so your full support is appreciated. However, we will be expecting you so please give the Centre a call to let us know.

If your child has had any infectious diseases such as chicken pox, diarrhoea etc that may be passed on to other children please give details to the staff. Children should not attend the Centre if they have these illnesses.

If your child becomes distressed or unwell during the day, staff will ring you or your emergency contact so that you can come and pick them up. In the event of a serious accident you will be notified immediately. If staff are unable to contact you or your emergency numbers, we will take any necessary action to give your child medical assistance.

Cuts, abrasions, bruises and bumps will get the appropriate first aid and TLC treatment and you will be notified of this when you pick up your child and asked to sign an accident report to confirm that you have been notified.

### Non Attendance

If you know that your child is going to be absent on a day that is permanently booked, please inform the Administration staff in Reception or the Room Leader. Please note that fees will not be adjusted for non-attendance.

### Further Information

If at any time you have a concern, complaint or compliment, please speak to the Room Leader, or Team Manager - Child Care who can discuss the matter with you. Any serious complaint or query can be directed to the General Manager - Programs, phone 8562 5100.



bestchance is the operating name of Child and Family Care Network Inc  
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## Long Day Care (Incl. Kindergarten)

2011

bestchance Children's Centre aims to provide the highest quality children's service, open and accessible to all children and their families.

bestchance Child Care operates on a permanent booking basis. Care may be offered on a casual basis if a family with a permanent booking is absent.

### Open Hours

Monday – Friday 7.30am - 6.00pm

### Child Care

Full Time	\$315.00	per week
Per Day	\$ 71.00	

### The cost of a kindergarten program is included in these fees for 3 & 4 year old children

Child Care Benefit is available and may apply to your family. Please contact Centrelink on 13 61 50 and quote provider number 407 132 202A to obtain an assessment.

Payment can be made by Bpay, Ezidebit, Cheque, Credit Card (Visa, MasterCard and Amex) EFTPOS or cash. If you would like to pay out of office hours (8.30am – 5.30pm) please complete a payment slip and post in the locked box under the window in reception.

Fees are payable 2 weeks in advance and a \$50 non refundable deposit is required to secure your booking. When your child commences the deposit will be deducted from your fee.

### **Permanent Booking System**

Please note, as we work on a permanent booking basis, you will be required to pay for the days and times booked regardless of whether you use them. This includes public holidays and absent / sick days.

### **Enrolments and bookings**

All enquiries can be made by contacting the staff at Reception on 8562 5100 or by visiting our website [www.bestchance.org.au](http://www.bestchance.org.au) to download a Child Care Enquiry Form.

To confirm a booking you will be asked to complete an enrolment form and return it to Reception prior to your child commencing.

If you need to change booked days and times, please discuss this with the staff at Reception who will make every effort to accommodate your needs. However, changes to bookings will be dependent on current enrolment numbers and future bookings.

A minimum of 2 weeks notice is required for any cancellation of booking otherwise full fees will apply.

### **Family Participation**

Parents are welcome to visit at any time. We encourage families to ask about our programs and invite any feedback or ideas as we believe that the best care and education can be provided for your child when staff and families work in partnership. We look forward to getting to know you and your child.

### **Orientation**

We ask you to visit at least once or twice with your child so that they are familiar with the Centre and the staff and are happy to be left. Parents are welcome to visit at any time. Please dress your child in sensible clothes as there will be painting and other messy activities.

### **What to do when you arrive**

It is a regulation that all children are **signed in and signed out**. This includes expected departure time and information about who will pick up your child. Please speak to a staff member about any relevant information in relation to your child that will help them during their time at the Centre. Take as much time as you need to settle your child before leaving. Please remember to wash your child's hands on arrival.

### **What to do when you return**

Note the time in the book and sign to signify that you have taken your child. This is **most important** as it will tell those who are in charge exactly how many children are in care at any one time. Pick up your child's creative work, lunch box and drink bottle, bag etc, and say goodbye to staff.

### **What to bring – food & refreshments**

Please pack a healthy lunch and a piece of fruit. If your child is staying beyond 4pm - please pack an extra snack.

Please request assistance from a staff member if you require food to be refrigerated.

### **What else should your child bring?**

- Bag marked clearly with your child's name.
- Summer – hat, Winter – beanie and warm jacket.
- Full change of clothes including socks and underwear.
- Water bottle – we encourage the children to drink water so please bring a labelled drink bottle which your child will recognise as their own.

**Check that all belongings are named - lunch box, drink bottle, bag, coat, and hat etc.**

### **Activities**

Some of the activities we have in child care are painting, pasting, home corner, playdough, books, water play, sand play and climbing etc. Our experienced staff provide developmentally appropriate activities and are available to assist and gently guide your child's interests.

Child Care staff will take care of nappy changing, feeding (including bottles) of younger children and toileting of older children. Children and staff sit down together at meal times.

### **Sun Protection**

During the warmer weather (1 Sept – April 30), parents are requested to apply sunscreen to their children prior to attending Child Care. Sunscreen lotion is available at the Centre for parents to apply to their child if it has been forgotten. Staff will re-apply sunscreen throughout the day. A clearly labelled sun hat is also required.