



Est. 1975

helping create confident children

Centre Based Child Care Family Information

- Beaconsfield
- Bicheno
- Campbell Town
- Flinders Island
- Mowbray
- Queenstown
- Scottsdale
- St Marys
- Triabunna



6341 1555

ncn.org.au

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Thank you for choosing a Northern Children's Network's Child Care Service. We hope that you and your family enjoy a fun and safe experience with us.

Northern Children's Network Inc. (NCN) has been providing child care for Tasmanian children, birth to 13 years of age, since 1975. NCN are a 'not for profit' organisation governed by a skills based Committee of Governance, consisting of volunteer community members.

NCN's Head Office is located at 59D Amy Road Newstead and operates from 9am – 5pm, Monday – Friday (excluding Public Holidays). Our Head Office support staff are available to answer your questions either face to face or by phoning us on 6341 1555.

The NCN's website, www.ncn.org.au, is also a good source of child care information, with up to date news, online family forms. We also have various social media pages on Facebook to share weekly events and stories, and we invite you to connect and follow us for weekly posts.

A complete copy of NCN Services' Policies and Procedures can be viewed at our Head Office and also at your service of choice.

This family information booklet can be a useful guide for you when using our child care services and understanding how we operate our child care business. NCN value family feedback and welcome your comments on your child care service experience as this supports us in our quest for continuous improvement.

Maggie Wilson
Chief Executive Officer

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Your Child in Care - A General Guideline for Centre Based Child Care with NCN.

Our Enrolment Procedure

If you enrol your child with any of our services, please check that you have:

- Completed an enrolment form.
- Provided information at the time of enrolment on any medical condition or special needs for the enrolling child. Some medical conditions require “management plans” to assist the educator/staff in providing appropriate care. Children with special needs can access additional support in the care setting via the involvement of the Commonwealth Inclusion Support Service. Please enquire about this at the time of enrolment.
- Provided evidence of the immunisation details for children in care (State Government Health requirement). Please bring a copy of your child’s clinic book or other relevant paperwork.
- Provided copies of any custody or access agreements (if applicable).

If your enrolment changes it is vital that you keep us informed of any changes in your:

- Telephone contacts
- Email address
- Place of employment
- Study details
- Emergency contacts
- Persons authorised to collect your child
- Custody or access arrangements
- Address
- Immunisation update
- Changes to the hours/days of care required.
- Medical Conditions

Details of your enrolment will be forwarded to you annually for you to check and advise us of any changes.

Arrival at and Departing from Care

To guarantee that children have an uncomplicated transition into care and a secure departure, families should be aware of the following:

- Parents/guardians, you are required to sign their children in when arriving at our services, and then again when collecting your children. You must advise service educators of their arrival.
For Centre insurance purposes you must enter the exact times when arriving at and departing the Centre, so if incorrect times are entered, times may be adjusted by staff beside the entered times. Arrival and departure times begin and end when the child is signed in and out of care
- When collecting a child, the Centre staff must be made aware that the child is departing, and the staff should farewell the child.

- Discuss with Centre staff your child's routines, preferences and if needed, the activities to be provided that day/week.
- Written parental permission is required for your child to participate in a routine or non-routine excursion, or if they need to be transported by the Centre/Service staff.
- Children will only be released to other people who are nominated on your enrolment form.
- Written parental/guardian permission is required for any additional person to collect your child and an official ID is required.

Information on Daily Requirements – please provide your child with the following:

- A packed lunch, plus sufficient fluids for the time that they are in care.
- Please ask your Centre staff about their nut/nut product policy.
- Some services have the capacity to re heat food so always ensure that the food is properly sealed and stored. Ask your Centre staff for confirmation of this.
- A sufficient number of named bottles for the day is to be supplied. Please note that formula bottles are not to be made up before coming to care. The water and formula are to be supplied separately.
- Dummies must be labelled and provided in an airtight container.
- If your child is in nappies - please supply a minimum of six disposable nappies per session. Nappy wipes or similar are to be supplied by the family.
- For children who are toilet training, a least three sets of clothes per day.
- A hat and coat is required for winter programs, plus appropriate footwear with closed in shoes for outdoor activities. Slippers are optional.
- From mid-September to mid-April when UV is usually 3 and above, sun protection is required. This should include a wide brimmed hat, 30+ sunscreen, suitable clothing and sunglasses. A roll-on sunscreen should be supplied; however the Centre will supply sunscreen if not provided. Please add your child's name to the container.
- A reminder: We do go outside almost every day regardless of weather conditions, so pack suitable clothes plus a complete change of clothes. Old clothes are preferable as we provide an environment rich in exploring and fun. During warm weather swimwear and a towel are a great idea for outside water play.
- Also provide your child's security/comfort items, e.g. blanket, teddy etc., if they have one.
- Please ensure all you child's belongings are named.

Meals

Our Long Day Care Centres do not provide hot meals but they often have cooking activities with the children. Meal times will be enjoyable and relaxed, promoting healthy, nutritional and hygienic practices. Some Centres provide morning and afternoon tea, but please check with your Centre to confirm this. Families are encouraged to supply their children with nutritional food for their lunch and Centre staff are available to assist with information regarding appropriate food provision.

Your co-operation and assistance is sought to maintain a healthy child care setting.

Your Child Care Booking

NCN Centres provide sessions which are booked as either 'Permanent' or 'Casual'.

A Permanent Booking ensures there is always space for your child/ren at the relevant child care service, and you do not need to confirm your booking. Permanent Bookings for shift workers can be accommodated by providing your roster to the Centre. Seasonal workers can also book permanent spots to cover their period of employment by providing the Centre with start and finish dates.

If your child is absent from care, and will not be attending their Permanent Booking, you will be charged the normal fee, as an absence. Please contact the service as soon as possible if you know your child will not be attending care.

Child Care subsidy is payable for 42 absences per year per child across all child care services. Any absence beyond the allowable limit will not attract a subsidy and families will be required to pay full fee for care, unless the absence can be explained eg with a Medical Certificate.

Seven (7) days' notice is required to cancel a Permanent Booking or an absence will be charged.

All families who hold a Permanent Booking will be charged the Permanent Booking rate.

If you require any additional 'one off' session outside of your Permanent Booking, this will be charged at the Casual Rate.

Casual Bookings are bookings that are often spontaneous and a 'once off' event.

Casual Bookings can be made by calling your Centre/Service to see if there is a vacancy for your child. Families who access casual bookings (in addition to permanent days) will be required to complete and sign a booking form at the time of signing your child into care.

If cancelling a **Casual Booking**, you must call the Service before 4.00pm on the previous day, or, for Outside School Hours Care, by 10.00am on the care day.

Failure to meet these requirements will incur an absence charge for the relevant Casual Booking.

If families are making regular Casual Bookings on the same days and times each week, NCN does not consider this a Casual Booking. We will then encourage you to make a Permanent Booking to secure your child care spot. Casual Bookings are dependent on space and staffing and the Centre/Service is under no obligation to accept a Casual Booking if it does not fit in with staffing levels.

Late Fees

If you are unavoidably detained and unable to collect your child at the collection time, you must telephone the Centre to advise of the expected time of arrival. If you are unable to collect your child at all, please arrange for another responsible adult to collect the child and advise the Centre of this arrangement. If the collecting person is not on the enrolment form, this advice needs to be in writing, or as per authorised collection of children procedure.

A child will not be allowed to leave the Centre with an unauthorised person. If families are late collecting children from any of the programs, there will be a late fee charge. From 1 July 2016, the end of session Late Fee will be \$15 for every 15 minutes you are late. Extenuating circumstances will be taken into consideration and you should be communicating with the Centre if you are running late.

Your Child Care Account

Accounts will be issued weekly and are to be paid strictly within seven (7) days of receiving your invoice. Please note, all booked care will be charged at the appropriate rate and most absences will attract Child Care Subsidy (CCS), unless your child reaches the limit of 42 unexplained absences per financial year.

Northern Children's Network Inc., reserves the right to suspend care due to unpaid child care accounts for all services supported by NCN, including Family Day Care or In Home Care, until all accounts have been paid.

Please be aware that if an account is not paid by the due date, then that account may be lodged with a mercantile agent for debt recovery. The parent/guardian will bear all collection costs to cover the agent's commission as well as all legal costs and disbursements incurred in the recovery of the debt. The enrolling parent/guardian is responsible for payment of the account. Account details will not be released to anyone other than the enrolling parent with the exception of overdue account debt collection.

Government Benefits for Child Care Fees

Families may apply for Child Care Subsidy to assist with the costs of child care. Additional Child Care Subsidy is also available in select situations. Child Care Subsidy cannot be paid on the 'first and last day of care' absences, therefore full fee will apply if your child does not attend. We do not charge for Public Holidays.

Contact Centrelink (DHS) for information on your eligibility for child care assistance: 136 150.

Centrelink also has an *App available for families to receive their attendance records for their child care. Once installed and registered with the Department, your child care attendances can be viewed weekly for Centre Based Child Care, as NCN processes your care information. *www.humanservices.gov.au/customer/services/express-plus-mobile-apps.

NCN fees are reviewed annually. Your child Care subsidy is calculated by the Commonwealth Government based on your; family's income, the hourly rate cap based on the type of approved child care you use and your child's age, and the hours of activity you and your partner do. Your Child Care Subsidy percentage is the amount subsidised. It will apply to either your hourly fee or the relevant hourly rate cap, whichever is lower. You may be eligible for up to 85% of your fees for 100 hours a fortnight.

Standard hours, approved by the Department of Education, must be hours that are between 7.00 am and 6.30 pm. or hours during which the service normally provides care for the greatest number of children.

Account Payment Options:

- Direct Deposit

Account Name: Northern Children's Network Inc

BSB: 067-020

Account No: 28018129

- BPAY

BPAY as another payment option for you to pay your child care bills with any NCN Long Day Care Centre. The Biller Code and Centre reference number are available on the bottom of your weekly invoice. You can also set up a recurring scheduled payment and keep track of payments through your online bank account.

For more information about BPAY, go to www.bpay.com.au

- Credit Card

This can be done by filling in the attached payment slip on your invoice, or by calling NCN on 6341 1555. A reminder that NCN Office hours are 9.00am to 5:00pm, Monday to Friday.

- Secure Automatic Payment (ie B Point)

NCN can offer a secure payment system using your Debit or Credit Card. Payments are deducted either weekly or fortnightly to suit your circumstances. Please contact the office 6341 1555 if you would like more information or set up this payment option.

Overdue Accounts

Where an account exceeds NCN trading terms the following steps will be implemented:

- Payments not made after 21 days will result in a GREEN friendly reminder sticker.
- Payments not made after 28 days will result in a RED final notice sticker and phone contact from NCN Accounts staff member.
- Payments not made after 35 days will result in an official debt letter from NCN Management being sent, giving 7 (seven) days to pay before care is cancelled.
- Payments not made after this 7 (seven) days' notice period, will result in outstanding amounts being handed over to Tas Collection Services, and a 'Cancellation of Care' notice sent to the family. Care cannot resume until such time as the FULL amount is paid, including the most recent 7(seven) day account.

If you are experiencing payment issues or financial hardship, please talk to your Centre Leader or contact NCN's Centre Based Program Leader on 6341 1555.

Additional Child Care Fee Assistance

Additional Child Care Subsidy (Fee Assistance in times of financial hardship)

There is help available if you need child care but finding it difficult to pay, or need an increase in eligible hours because of a change in circumstance such as losing your job, separation, natural disasters and family illness/accident etc. Please ask your Centre Leader for more information or find it online at <https://www.humanservices.gov.au/individuals/services/centrelink/additional-child-care-subsidy>

Inclusion Support Subsidy

The Inclusion Support Subsidy (ISS) is paid to child care services to support the inclusion of a child or children with ongoing high support needs. Any child requiring

additional support must provide information to support the claim. Together we will develop an Inclusion Support plan. The Service will also assess their ability to provide care and support to your child before care can commence. The ISS is a contribution towards the costs associated with assisting the Service to provide that support. The ISS is limited to a flat hourly rate, which is determined by the Department of Education, Employment and Workplace Relations (DEEWR) and is indexed annually. Children with ongoing high support needs include those with a diagnosed disability, children undergoing continuing assessment for a disability and humanitarian refugee children.

General Child Care Information

Sick Children

If your child is unwell, please consider carefully if it is reasonable for him/her to be attending child care. The Service cannot accept a sick child into care. A medical certificate may be required for children to come back into care for particular illnesses or for extended absences due to illness.

Asking a Service to accept a sick child may place other children at risk and can inconvenience other families, including educators. In most cases, the best place for a sick child is at home. Contagious illnesses require exclusion from care (e.g. conjunctivitis, gastro-enteritis). For recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres, refer to our current edition of *Staying Healthy in Child Care* which can also be viewed at: www.nhmrc.gov.au/guidelines-publications/ch55

Administration of Medication

It is a requirement that Medical Consent forms be signed if you require your educator/service to administer any form of medication. This includes Panadol, Asthma medication, etc. All medication must be in the original container, bottle or tube, with the child's name and clear instructions provided and details of your child's management plan from your Doctor.

Child Care Usage Statement

NCN are required to issue a quarterly 'Statement of Child Care Usage' to families, detailing hours of care used, the total fee payable to the educator/ service, the Child Care Subsidy paid on behalf of Centrelink. This is for your information only and is not an account/invoice for any outstanding fees payable. If you have any questions in regard to your statement please contact NCN Business Services on 6341 1555.

Priority of Access

The Australian Government has determined guidelines for allocating child care places. The levels of priority which must be followed when filling vacant places are:

1. a child at risk of serious abuse or neglect,
2. a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of *A New Tax System (Family Assistance) Act 1999*,
3. any other child.

Where a service has no care vacancies and is providing child care for a child who is under the third priority category, the service may require that child to leave the service in order to place a higher priority child into care.

In matters regarding 'Duty of Care', the interest of your child in care with NCN takes precedence over considerations of confidentiality. Further information can be found in the NCN Governance Policy, Educator Policy and Staff Policy folders which are on display in the foyer of NCN Head Office. Alternately information is available on the Privacy Commissioner's website, www.privacy.gov.au/act/npps

Information regarding the retention period for child care related records, please refer to the Tasmanian Department of Education website, www.childcare.tas.gov.au

Students Working at the Centre

At times, we may accept students for work experience to gain practical experience in their field. All students, 18 years of age or above, require a Working with Children Check for placement within our Services. Students are fully supervised by educators or service staff and are required to abide by all policies. The student may seek permission from families to use any 'evidence' gathered to support their Professional Development in gaining a Children's Services qualification. No children will be identified in their documentation.

Our Reason for Being

Northern Children's Network Inc (NCN) is a community focussed, not for profit organisation providing child care services throughout Tasmania. NCN is governed by a Committee of Governance consisting of volunteer community members.

Our Future

Our vision is to be a leading provider of child care into the future.

Our Purpose

Our purpose is to provide engaging and positive child care environments.

Our Philosophy

Our philosophy is based on *helping create confident children*. Our services, our relationships with families, communities and supporting organisations are based on helping create environments, programs and resources that provide children with confidence to meet the future.

Our Values

These statements reflect the underlying principles upon which NCN has based the development of its strategic plan and provision of services as well as its approach in operational matters.

Child Care Services

We provide child care services in response to community needs.

Highly skilled and committed workforce

We provide an environment for Committee of Governance members, employees and educators to maximise their contribution and job satisfaction.

Strong Leadership

We provide leadership in child care services to benefit our community.

Community Partnership

We provide opportunities for the community to become involved in child care services.

NCN's Customer Charter

Why do we have a Customer Charter?

At NCN, we take a long-term view. Our aim is to build lasting relationships with our clients, by providing a service that meets the needs of Tasmanian Families. Our

customer charter is our guarantee to you. A full copy of our Customer Charter can be obtained at our website www.ncn.org.au under *Useful Forms & Latest Newsletters*.

Communication with you is vital to us in achieving a good relationship. If we are unable to speak with you on the phone, we may utilise other forms of technology, such as texting to your mobile or emailing information or updates.

NCN Policies, Partnerships and Procedures

The aim of our Centres is the provision of care for young children, early childhood education and support for families.

NCN Policies and Procedures are displayed in the foyer at your Centre, and also at our Head Office, 59d Amy Road, Newstead. They are available for viewing by families and community members.

We hope that your involvement with our Service is a long and positive one. However, we understand that there may be problems or concerns from time to time. If you have a query or concern, you are encouraged to raise the matter firstly with your Centre Leader. But if you are not satisfied with the outcome and wish to take the matter further, then you should contact the Centre Based Program Leader (CBPL) or the Chief Executive Officer (CEO) for any Centre related issues. Also, if you believe that the service provided to your child has been positive or exceeds your expectations, NCN always welcomes these comments.

Additional Information and Useful Links

We provide a range of advice and information on child care on our website www.ncn.org.au.

Our website allows families to pay child care fees on line, print off and complete enrolment forms, view our services newsletters and calculate an estimated cost of care using our CCB Calculator.

All NCN services participate in the National Quality Framework



Department of Education and Training plus Education and Care unit:
www.education.gov.au

Australian Children's Education and Care Quality Authority website: www.acecqa.gov.au

Early Childhood Australia: www.earlychildhoodaustralia.org.au

National Quality Framework (NQF) www.acecqa.gov.au/national-quality-framework

Family Assistance Office: www.humanservices.gov.au

'No Jab No Pay' information: www.humanservices.gov.au/immunisation

NCN provides a wide range of Child Care Services

Family Day Care (Statewide)

Child Care Employment

Long Day Care

Beaconsfield,
Bicheno

Campbell Town

Flinders Island

Harmony at Mowbray

Queenstown

Scottsdale

St Marys

Triabunna

After School Care

Amy Road, Newstead

Evandale Primary School

Invermay Primary School
Westbury Primary School
Hagley Primary School
Rural Day Care Centres

School Holiday Care

Amy Road Newstead
Beaconsfield
Bicheno
Campbell Town
Queenstown
Scottsdale
Triabunna



helping create confident children