



YWCA of CANBERRA  
CONDER CHILD CARE CENTRE  
FAMILY INFORMATION BOOKLET

**Location:** 55 Beaumaris Street, Conder ACT 2906

**Contact:** Phone 02 6294 3358  
Fax 02 6294 3958  
E-mail [conder@ywca-canberra.org.au](mailto:conder@ywca-canberra.org.au)

The phone number is connected to an answering machine for out-of-hours calls. Please notify the centre if your child is booked for care but will not be attending.

**Centre Director:** Fiona Naylor

**Operating Hours:** 07:45am – 6:00pm, Monday to Friday  
The centre operates 51 weeks a year, excluding public holidays and Christmas week.

**Customer Reference Number (CRN):** 555 002 612 S

**Bookings:**

Full Time 5 days  
Permanent Daily 1-4 days  
Hourly Care minimum 3 hours, maximum 5 hours  
Casual 24 hours notice required. Availability not guaranteed

**YWCA of Canberra Childcare Accounts**

Phone: 02 6239 6878  
Fax: 02 6239 6509  
E-mail: [childcareaccounts@ywca-canberra.org.au](mailto:childcareaccounts@ywca-canberra.org.au)

As Managers of the centre, the YWCA of Canberra holds the licence to operate long day care at Conder Child Care Centre. The YWCA is an international women's membership organisation which aims to assist women to develop to their full potential. The YWCA of Canberra provides many children's, youth and family services to the community.

*For further information on other YWCA of Canberra programs,  
please see our website at [www.ywca-canberra.org.au](http://www.ywca-canberra.org.au) or call our Admin Team on 6239 6878.*

**TRANSLATION INFORMATION**

If you require this information booklet to be translated into your home language, please discuss this with the Director and this will be arranged for you. At the registration/enrolment interview we are able to access the help of an interpreter if required.

We warmly welcome you and your family to Conder Child Care Centre. This information booklet will assist in answering some of the questions you may have. Please inform us of any areas you need more information on.

## **THE CENTRE**

Conder Childcare Centre is managed by the YWCA of Canberra and is located at 55 Beaumaris Street, Conder. The Centre operates from 7.45am to 6:00 pm Monday to Friday. We are open 51 weeks of the year, excluding public holidays and Christmas week. We provide full time and permanent part time care for children aged 6 weeks to 8 years.

We are licensed for 47 children and provide daily care for:

- 10 Babies aged 6 weeks to 2 yrs
- 15 Toddlers aged 18 months to 3 1/2 yrs
- 22 Preschoolers aged 3 to 8 years

Our staff team has been carefully selected to ensure that the children attending our centre have the best quality care, in a safe and friendly environment. Current staff ratios as determined by statutory regulations are:

- Under 3 years, one staff member to every 5 children, Nursery: one staff member to every 3 children
- Over 3 years, one staff member to every 11 children

Our childcare staff are viewed as professionals who bring many varied attributes and skills to the Centre. Staff have a diverse range of qualifications and experience, and all permanent staff hold a current First Aid Certificate. In the event of staff absences we try and use regular relief staff so that disruptions are kept to a minimum.

## **PROGRAM SERVICES**

The Centre offers nutritionally balanced morning and afternoon snacks for all children attending. These are prepared on the premises by staff trained in health, hygiene and nutrition. Our menus are displayed in the foyer and we provide a variety of foods, all low in salt/sugar and fat content. A choice milk or water is offered to the children throughout the day. It is essential for staff to know if your child has specific dietary requirements eg allergies, please inform the director immediately if there are any changes to your child's requirements

Families are required to provide a packed lunch for their child. We have a nutrition policy guiding both what the Centre provides and what is bought in. A copy of this is in the YWCA Children's Policies and Procedures Manual located in the hall next to the Office. Please read it carefully. It is important to be aware that if items come into the Centre that do not meet our Nutrition policy then these items will be sent home with a small reminder note and will not be consumed at the Centre. These items include chocolate, chips, cakes (homemade treats acceptable) chocolate based biscuits or muesli bars, lollies and anything that is peanut or nut based such as peanut butter and Nutella. Alternative food will be provided by the Centre in this instance

## **Excursions**

Excursions are an important part of our program. They allow children to explore their local community and support particular aspects of our program. Excursions are planned many weeks in advance and parents are given at least 2 weeks notice. Permission forms, detailing the itinerary of the excursion and means of transport are distributed to parents for their information. Parents, Guardians/adult friends are welcome to join us, and assist to maintain child/ adult ratios, which must be adhered to under licensing regulations. Current ratio's for excursions are one adult for every four children, with at least one staff member with a current first aid certificate.

## Settling In

We encourage you to assist your child in settling in and becoming comfortable in the centre's environment. This is referred to as an Orientation process. Orientation provides an opportunity for your child to explore a new environment, different routine, and new faces, with the security of having you there. It is also a time for families to become familiar with the centre, and provides an opportunity for you to spend time with the staff that will be caring for you child.

It is helpful if you can arrange for your child to start their first day at a time when you do not have to rush away immediately. When the time comes for you to leave, let your child know matter-of-factly and leave quickly. A few tears are natural, and our staff will reassure and assist your child after you have gone. Some children may naturally take a while to feel confident and at ease in the new environment. Please discuss any concerns about settling with the staff. If children are unsettled for an extended period of time, staff contact families to discuss the situation. We encourage families to contact the centre for all queries and concerns.

The following has been developed as a guide of what items are required each day:

- A bag to hold all belongings (no plastic bags please)
- Formula bottles/ a drink bottle
- Lunch – please remember that the centre is a NUT-FREE ZONE
- Special comforter/Dummy
- A SunSmart hat
- A complete change of seasonally appropriate clothing. 3-4 changes of clothing are required if we are assisting your child with toilet training.
- Nappies, we recommend a minimum of 5 per day
- Medications as required
- Suncream. Alternative to be provide if your child is allergic to centre's suncream
- Bedding, Toddler and Preschool room only

We request that families do not bring the following items:

- Home toys. Damaged or misplaced toys can cause distress to little people.

*Please remember to label all items with your child's name. The Centre is not able to take responsibility for un-named items.*

## Arrival and Departure

Children must be accompanied into the centre and on arrival, time and signature recorded on the attendance register provided in the front entrance. On departure please ensure children are signed out. This is essential as in cases of emergency we need to be sure of which children are in attendance at any given time. It is the responsibility of the adult accompanying the child to ensure this is done. It is also a requirement for eligibility of Childcare Benefit.

As part of your enrolment form, you may nominate persons other than parent/guardians whom you authorise to collect your child. These are persons you may contact in the event that you are unable to collect your child.

If another person is to collect your child we need to have permission in writing. If staff are not familiar with this person they will be asked to produce photo identification when they arrive which will be photocopied and kept on your child's file. We encourage families to notify the person that ID may be requested. This is done to ensure the safety of your child and not to cause any offence to the individual.

**No child will leave the centre with any other person unless these requirements are met.**

## ENROLMENT

It is essential that there is a completed enrolment form at the program for each child. Children are not permitted to attend the program unless an enrolment form has been completed. Please ensure that information provided is correct at all times, in particular contact numbers, emergency contacts and medical information.

Payment of an **Enrolment Bond** (\$100.00 per child) is required prior to commencement. The bond is held by YWCA of Accounts and is refunded against fees when your child ceases care at the program. Two weeks written notice of enrolment cancellation is required otherwise the deposit will be forfeited, this includes accepting a place and not commencing care.

**Enrolments** are considered ongoing unless written notification of changes to booking is received.

### Changes to Bookings

Please note, as per conditions of enrolment:

- When **ceasing care** (not returning to program, bond refunded), two weeks written notice is required.
- If **reducing booked days** two weeks written notice is required.
- Immediate **increase to days**, or change of days can be negotiated, if space is available.

### Attendance & Public Holidays

Fees are paid for the days your child is booked into the centre, for 51 weeks of the year. There are no refunds or credits for public holidays or non-attendance at the program for permanent bookings, due to the need for operational and staffing costs to be met.

If your child is going to be away on holidays, please complete a holiday notice. These are located on the notice board above the sign in sheets

### Change of Details

Families are responsible for notifying the program of any changes to information. It is essential that information is accurate at all times. You must notify the centre of changes to:

- Home and/or postal address
- Contact numbers
- Custody or access arrangements relating to your child/ren
- Emergency contacts. We encourage emergency contacts to be residents of the ACT
- Authorised people
- Any changes to medical information, care requirements

Please see staff for a Change of Details form.

## FEES

The YWCA operates the Centre on a non-profit basis, and does not receive Government funding for the service. It is therefore dependent on fees. These are set at the lowest possible rate, while allowing us to provide the highest quality care, and fulfil our licensing obligations. Our fee structure includes morning and afternoon snacks.

Fees are charged fortnightly, in advance. Accounts and receipts are sent to email or postal addresses, as indicated by families on enrolment forms. Payment is to be made when accounts are received.

If you have any queries regarding accounts, please contact our Childcare Accounts Officer at the YWCA of Canberra on 6239 6878 or via email at [childcareaccounts@ywca-canberra.org.au](mailto:childcareaccounts@ywca-canberra.org.au).

**Please contact Childcare Accounts or Program Director for current fee information**

## FEE PAYMENTS

Payment of fees is due when fortnightly accounts are received. Methods of payment are listed below:

- BPAY (online or by phone with your bank) – the BPAY Biller Code and reference number will be on the invoice
- EFT (online with your bank see BSB and account number below)
- Credit Card – one off payment (Visa and MasterCard only) by phone to YWCA of Canberra Central Office
- Credit Card – Standard fortnightly authority (Visa and MasterCard only). Authority forms available at the program
- EFTPOS at the service
- Cheque or cash (paid directly to YWCA of Canberra – at the Central Office only).

### **Cheques to be made out to the YWCA of Canberra or payment directed to the YWCA of Canberra's bank account:**

Account Name:	YWCA of Canberra
Bank:	Commonwealth Bank of Australia
BSB:	062 – 901
Account Number:	1005 1712
Postal Address:	GPO Box 767, Canberra ACT 2601
Street Address:	Level 5, CPA Building, 161 London Circuit, Canberra ACT 2601

- When making payment by direct debit from your account (not BPAY), please identify payment by centre code (first three numbers of the BPAY reference on your account) and account name, otherwise payment cannot be allocated to the correct account. For example, 101 Smith, A&B. Please contact accounts if you are unsure of your account name.
- For online payments, please email [childcareaccounts@ywca-canberra.org.au](mailto:childcareaccounts@ywca-canberra.org.au) to notify Childcare Accounts that a payment has been made. This is essential, as it is the method by which your account will be credited after it has been verified by the bank statement that a payment has been made.

### **CHILDCARE BENEFIT** Customer Reference Number (CRN) 555 002 612 S

Childcare Benefit is available to families accessing the program. Families are required to register with the Family Assistance Office and apply for a CCB assessment. When the service receives a copy of the assessment notice, fees will be reduced by the percentage indicated and families are required to pay the remaining balance.

In the case where there has been no previous CCB assessment the notified percentage may be backdated for 28 days from the date of assessment. Until the service receives an assessment notice, full fees are payable. Please contact the Family Assistant Office (FAO) on 136 150 for more information.

The Family Assistance Office pays Childcare Benefit to families for 30 days allowable absences per year. Families can claim Child Care Benefit and the Childcare Rebate for absences and public holidays.

### **Important Notice regarding additional charges**

- If a child is collected late, an additional fee of \$25.00 per 15 minutes (or part thereof) is charged, from 6 pm. This is to cover the cost of two staff members required to stay with your child until you arrive at overtime rates.
- If a fee cheque is dishonoured, an additional fee is charged to cover the bank fee and to defray the YWCA's administration costs.

## **FEE RECOVERY**

Fees owing to the YWCA of Canberra must be paid by the due date. Failure to comply with this requirement will result in the instigation of fee recovery action.

If payment has not been received before the next fortnight's care has been billed, fees are overdue. An overdue notice will appear on your next invoice. If payment has not been received two fortnights after falling due, a late fee of \$10.00 will be charged, and added to accounts, every month that fees are outstanding.

If fees are outstanding 30 days or more, families will be advised by letter that monies must be paid in 14 days or access to program may be cancelled. This means that your child/ren will be excluded from the program. If the debt is not paid within 14 days of the Letter of Demand, the debt will be pursued through a debt collection agency. In this event, the debt collection charge of 20 per cent will be added to accounts as a cost recovery for the debt.

It is important to us that the care of your child/ren is not jeopardised if fee payments fall behind. Please contact us if your circumstances warrant a payment plan for your fees.

*If families are experiencing financial difficulty, please do not hesitate to contact the YWCA regarding a payment plan. A payment plan to remain in care may involve paying current and future fees and the remaining debt off over a specified period.*

## **YWCA OF CANBERRA POLICIES AND PROCEDURES**

Upon enrolment at the centre, all families are given a copy of the infectious diseases policy. This provides information about infectious conditions, and the time frame for children's exclusions from the centre. Our policies are in line with Licensing requirements and the National Quality Improvement and Accreditation System. They have been formulated in consultation with staff and parents.

A comprehensive policy and procedure manual, covering Administration, Health, Safety, Programming, Children's Records, Family Participation, Community Involvement and Hygiene, is available at all times. The manual is considered a working document and is regularly revised and updated. We encourage families to be involved in the consultation process of updates to policies and other centre documents.

**Children's Health** Please refer to the policy and procedure manual for the complete policy

To ensure the health and wellbeing of all children in care, we request that families consistently implement centre health and hygiene practices. These include:

- ❑ Handwashing procedures – children and families are requested to wash hands on arrival at centre
- ❑ Food & Drink – we request families do not bring food or drink from home. Please notify staff if this is to occur.
- ❑ SunSafety – observe the 5 sun protection measures: Shade, Clothing, Hats, Sunglasses, Suncream
- ❑ Individual Plans will be developed support additional requirements. Please speak with Director

### **Immunisation**

Families are encouraged to have their children immunised according to the recommended schedule, as stated by the Federal Government. For the welfare of all children, records must be kept up to date. This is vital as outbreaks of diseases may mean that a child is excluded from the centre until the incubation period for that condition has passed.

Upon enrolment, original immunisation records must be sighted, and copies provided for your child's file. This is a licensing requirement and must be adhered to. In addition, updated records also need to be presented for copying, after new immunisations.

### **Unwell Children**

Government Regulations require the centre to refuse admission to any child suffering from an infectious disease, illness or condition, which may prejudice the health of other children at the Centre. Please have alternative arrangements for care, as your child will inevitably fall ill at some stage. Families are provided with a copy of the exclusion periods for infectious diseases on enrolment, We request that families support the centre and abide by these exclusion periods.

If a child becomes ill while at the centre, families will be asked to collect the child as soon as possible. Symptoms such as vomiting, a high temperature, diarrhoea and undiagnosed rashes are considered serious, and families will be advised to keep their child home until these symptoms are no longer evident, and the child is well. We ask that parents abide by the decision of the Room Supervisor as to the fitness of their child to attend the centre.

### **Medication**

If your child is prescribed medication, they must be excluded from the centre for at least 24 hours of treatment. If any medication is to be administered while a child is at the centre, families must complete a medication form, which are kept in your child's room. On this form you are required to detail the medication, dosage and time/s to be administered. Our First Aid Officer and/or Qualified Room Supervisors will administer medications, following parent/guardian instructions. Please note however, that medication cannot be administered if the parents requested dosage, is more than/or to be given more frequently than the recommended dosage on the medication.

Similarly, staff will not administer any medication which:

- Is not in its original container
- Is prescribed for someone other than that child, even if it is a sibling.
- Has reached its expiry date
- Non-prescribed medication for longer than 2 consecutive days

## **Accidents / Incidents**

If your child has an accident or sustains an injury while at the centre, the staff will complete an Incident/Accident Report. This report details what, when and how the incident occurred and what action was taken by staff as a consequence. An ambulance will be called for serious accidents and illnesses and parents will be contacted immediately. Parents are required to sign Incident/Accident Reports.

## **Sun Safety**

Families are requested to apply sunscreen to all exposed areas of their child before arrival at the centre. Staff will re-apply sunscreen throughout the day. We request that children are dressed appropriately, including footwear, according to seasonal weather. We ask that parents supply a suitable hat each day as no hat results in restricted outside play. Children are required to wear sleeved t-shirts whilst outside, please ensure if your child does arrive at the centre in a singlet, that there is a suitable top in their bag for outdoor play.

## **FAMILY INFORMATION & INVOLVEMENT**

The most effective way of communicating with families is through general conversations with families/guardians at drop off and pick up time. We recognise that this is not always possible and so written day sheets are provided in each of the rooms, detailing what your child ate, toileting and rest periods for the day.

Other methods of communication include:

- Notice/White Boards in each of the rooms
- Notices outside the office, on the front door and above the sign-in sheets.
- Regular Newsletters (parent contributions are welcome)
- Occasionally letters are placed directly in your child's bag.

*If you have any suggestions on ways to improve communication and information sharing with families, please let us know.*

Parents/Guardians are welcome at the centre at all times, as are other family members and special visitors. We do ask that families notify staff of visitors to the centre as proof of identification will be requested. Family involvement in planning is essential in ensuring the centre is meeting the individual needs of all our families. Please discuss any issues or matters of concern with the Director or Room Leaders.

Developmental Profile Sheets are provided twice a year, allowing families to monitor the progress of their child. Families are then able to request an interview with their child's Room Leader to discuss any concerns they may have.

The Centre has a Parent Advisory Group, which meets twice a year. The meeting provides parents with an opportunity to discuss and have input to current issues affecting the centre. All parents are welcome to attend, and minutes of the meeting are available for all families.

## **Grievances**

Families who believe they have grounds for a grievance are to raise the issue with the Centre Director at the earliest possible opportunity. Staff are to follow YWCA's Grievance Policy and Procedure in all circumstances. Every effort will be made for a successful resolution for all parties involved.

## **EMERGENCY PROCEDURES**

Emergency procedures, including evacuation procedures and plans are displayed in each room. Please read and become familiar with them.

Emergency evacuation drills are practiced regularly throughout the year. All staff, children and visitors to the centre are required to participate when a drill is practiced.

# YWCA of Canberra Children's Services

## STATEMENT OF PHILOSOPHY

YWCA Children's Services Programs provide community based care and education for children in the Canberra Community. Our vision is to ensure high quality service provision in YWCA Children's Services Programs, and to support staff and program participants in all aspects of service delivery. We endeavour to develop and create an environment that is reflective of the children, families and community in which we live and the values that we as a society hold.

### Children and their development

---

**We understand the importance of each stage of children's development, from birth to early, middle and later childhood and the value of play to realise this growth and development.** There is an understanding and valuing that childhood is important. It provides the foundation for all future learning and development. We identify the individual physical, social, emotional and intellectual levels of children by observation and plan experiences based on the needs, strengths and interests of each child. Relating to children with respect, empathy, equity and warmth, and acknowledging and understanding children's individual learning styles is important in our programs; along with listening to children and taking into account their ideas and perspectives.

### Programs

---

**We acknowledge that children learn and develop through play and self-discovery.** Programs will encourage children to make choices through child-initiated and child-directed activities by providing experiences that incorporate these learning opportunities. We encourage cooperation in children and foster self-esteem by focusing on positive guidance and acknowledging children's strengths. We aim to ensure that all experiences have positive outcomes for children and teach them to work cooperatively and build relationships with others. Programs support evidence-based practice, which is updated through professional development and evaluation.

### Environment

---

**Children are nurtured in a happy, safe and stimulating environment.** We support children in the need to care for our world, encouraging the development of an environmental awareness and a sense of responsibility and ownership.

### Diversity

---

**Children are treated equally irrespective of culture, race, religion, socio-economic and family background and physical and cognitive abilities.** Within our programs there is an acknowledgement and respect of diverse child rearing practices, and that each child comes into care with a different set of experiences, family backgrounds and cultural values. We believe that being able to share a variety of experiences from diverse cultures, and backgrounds provides children with opportunities to explore, experiment and find out about themselves, other people and the world around them, building stronger communities.

**We are aware of different cultural and philosophical approaches to childcare within the community and draw on this information in communicating with families.** Our programs support practices that are free from discrimination, challenge stereotypes and promote anti-bias, and value and acknowledge diversity as a strength from which to learn and share information to achieve better outcomes for children.

### Family and Community

---

**We acknowledge each child and family member as individuals.** We respect the bonds that are established in each family, and aim to build collaborative relationships with families to ensure consistency for the children and a sense of positive acceptance. Family and community interest and involvement is encouraged and sought through participation and open communication within the program. Programs provide support for families through positive relationships, mutual respect and shared decision making through consultation. Our programs support building links with agencies to advocate for children and families.

### Staff

---

**The skills and experience of our staff are recognised and valued.** By sharing knowledge, providing support for one another, drawing upon each other's strengths and recognising each other as individuals, we aim to create a caring and stimulating environment in which children and staff are encouraged to reach their full potential. Programs provide opportunities for all staff to participate in consultation and feedback, and give staff opportunities to reach their potential and further their professional development.

**We value staff diversity and provide opportunities to learn from and share that diversity.** The philosophies of the YWCA of Canberra Children's Services are parallel to those of current childhood practices and our programs aim to provide holistic, high quality care for children.

Reviewed: October 2008