



Kids on Queens Parade Child Care Centre &  
Registered Kindergarten  
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Provider ID: 190001674V

Service ID: 190013628B

Welcome to Kids on Queens Parade Childcare Centre and Registered Kindergarten. We hope that this is the start of a positive and enriching time for you and your family.

KOQP provides opportunities for children, in their early years, to; experience, explore, engage and discover. Programs are specifically designed to meet the needs of children in their early years. As early childhood professionals, we believe in the recognition of the unique nature of each child, and family, and the need for children to develop an understanding and respect for ourselves and others. We acknowledge the critical importance of children, parents and staff as partners in a learning community that promotes the well-being, education and development of all children. We believe that interaction, sensitivity and attachment are fundamental elements in providing opportunities for children to realise their potential. Kids on Queens Parade is committed to providing a challenging, enriching and supportive learning environment for all children. We aim for children to gain the skills, self-knowledge, values and ability to work as a team. Our centre values diverse cultures and traditions. The centre is aware of, and responds to, changing environments.

Kids on Queens Parade has been assessed against the National Quality Standard for Early Childhood Education and Care. On 28<sup>th</sup> July 2015 the following ratings were awarded in accordance with the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011.

<b>Quality Area 1</b> Educational Program and Practice.	Exceeding
<b>Quality Area 2</b> Children's Health and Safety	Meeting
<b>Quality Area 3</b> Physical Environment	Meeting
<b>Quality Area 4</b> Staffing Arrangements	Exceeding
<b>Quality Area 5</b> Relationships with Children	Exceeding
<b>Quality Area 6</b> Collaborative partnerships with families and communities	Exceeding
<b>Quality Area 7</b> Leadership and Service Management	Exceeding
<b>Overall Rating</b>	<b>Exceeding</b>

Kids on Queens Parade Child Care Centre & Registered Kindergarten is a privately run centre and has been run by the Fenn family since December 1996. The centre encourages those in the early childhood field to strive for excellence in the provision of quality programs for children.

Kids on Queens Parade offers well balanced and freshly prepared meals daily. All meals are made with the freshest seasonal produce available. Children with dietary requirements are welcomed. Weekly menus are developed and planned with the assistance of a children’s nutritionist – ensuring that our children receive a well-balanced diet where special dietary restrictions can be met.

Services provided include:  
 Long day care 0 – 4 year old  
 4 year old Kindergarten program  
 Open Monday to Friday 6.30am – 6.30pm – 52 weeks per year

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## Terms and Conditions of Enrolment

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### Enrolment Process

- When a position at the centre becomes available you will be contacted. If at the time you are offered a position you are not ready to accept it, we will then offer the position to the next person on the waiting list. You will retain your position on the waiting list for the next 6 months. We cannot, however, determine when a position will again become available.
- Upon accepting a place families will be required to fill out a detailed enrolment form. A child is not permitted to commence at the service without this documentation. Many of the questions are a requirement of the Department of Human Services Regulations and are paramount in the safety and protection of your child(ren). Families must advise Kids on Queens Parade of any change to this enrolment information immediately. This must be done in writing on the appropriate form.
- Kids on Queens Parade has a policy where all children who attend the centre must be booked in to care a minimum of 2 days per week. This policy is put into place to ensure children are settled in and assists our early childhood professionals in providing quality care and planning for your child. Parents intending to enroll siblings at the centre will be given priority over waitlist applicants.
- **Upon accepting a position with us the following is required to confirm your enrolment at Kids on Queens Parade:**
  - If you would like the position, an \$80 Booking Administration Fee applies for each child. This fee must be paid within 24 hours of the position being offered. This is nonrefundable. Your child/ren’s enrolment will not be processed until the Enrolment Form and Fee have been received.
  - Enrolment forms must also be returned within 7 days of accepting the place, or on the date of commencement if earlier than 7 days.
  - All details must be correctly filled out including immunisation details; all parents will be notified of outbreaks of vaccine preventable diseases and will be excluded in accordance of the communicable disease exclusions list.
  - KOQP adheres to the No Jab, No play legislation brought in on 1<sup>st</sup> January 2016. Evidence of immunisation history or evidence of enrolment in a catch up schedule will need to be provided prior to your child commencing care at the centre.

### Fees:

The below prices are before childcare subsidy deduction (CCS%)

<b>Fee Type</b>	<b>Amount</b>
Daily	\$130.00
Weekly	\$610.00
Occasional (extra days other than the day you are permanently booked in for)	\$135.00

- **Fees:** -We ask that your fees are paid in advance, at all times. If fees are not paid in the week of service (ie: in advance) a **\$10.00** late fee will be charged. Fees may be paid weekly, fortnightly, monthly or by the term. Fees may be paid directly into our bank account or by cash or cheque.
- **Direct Deposit Details:** Kids on Queens Parade (KOQP)  
 BSB#: 633 000  
 A/C#:136 656 659

Reference: Your child's full name

As above, a discount of is offered for children who attend full time. Full Time means your child is booked into the centre for 5 days per week. Normal fees apply for holidays taken anytime throughout the year, if your child is away ill and for Victorian Public holidays.

Kids on Queens Parade is open Monday to Friday from 6.30am to 6.30pm. A late fee of \$5 within the first 5 minute and \$2.00 for every minute thereafter will be charged if a child is left at the Centre after that time. A late pick up form will need to be signed by the person collecting your child and this fee will be automatically billed to your account. We ask that families arrive no later than 6.20pm to collect your child(ren).

### Priority of Access:

Every approved child care service has to abide by the following guidelines: To ensure the system is fair, the Australian Government has "Priority of Access Guidelines" for allocating places in these certain circumstances where there may be a waitlist. Every approved child care service has to abide by the guidelines:

1. First Priority: a child at risk of serious abuse or neglect.
2. Second Priority: a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under Section 14 of the Family Assistance Act.
3. Third Priority: any other child.

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families;
- children in families which include a disabled person;
- children in families on low incomes;
- children in families from culturally and linguistically diverse backgrounds;
- children in socially isolated families; and
- children of single parents.

At any time our service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. This can be done if: families are notified when their child first entered care that the service follows this policy and are given at least 14 days' notice of the need for the child to vacate.

### Accounts / Payment Conditions

Fees must be at least 1 week in advance at all times. Failure to comply with this may lead to your position being terminated. Accounts that fall more than 2 weeks in arrears will incur a \$10 per week charge. This will automatically be billed to your account. Both parents/guardians are jointly and/or severally responsible for payment of the account.

#### Default & Consequences of Default

- a) If wanting to cancel your child's booking - must do so in writing with no less than *14 days notice* or pay the normal fee for your attendance during the 14 days, from the date that notice is given.
- b) If for any reason fees are not paid within fourteen days of your account being rendered, Kids on Queens Parade reserves the right to cancel the child's booking at Kids on Queens Parade.
- c) If for any reason you as a client defaults in payment on any invoice when due, the client shall indemnify Kids on Queens Parade all legal costs and disbursements for collection or attempted collection of the defaulted amount.
- d) The client gives Kids on Queens Parade all rights to using personal details on their child's enrolment form to supply to a debt collection agency to follow through and collect any outstanding fees.
- e) Failure to adhere to the regulations required by the Department of Human Services and/or other Compliance legislation.
- f) Non Compliance to the Terms and Conditions of Kids on Queens Parade.
- g) Failure to provide and maintain the required enrolment information.

## Extra / Occasional Day's of Care

At Kids on Queens we are more than happy to provide families with Extra/Occasional Days of care. These cannot always be accommodated however every effort will be made. Please speak with the office should you require this service. A fee for an extra, otherwise known as 'occasional day' applies. No discounts (other than Child Care subsidy) apply.

Kids on Queens Parade is unable to offer occasional swapping of confirmed days of enrolment. (For permanent changes to enrolment you will need to speak with the office).

## Absences

- If a child is absent for any reason, fees are still payable. This includes illness, holidays and public holidays and there are no make-up days. All enrolments are based on a permanent booking for 52 weeks of the year. All planned absences must be notified in writing, and submitted to the office.
- **Please note:** You will get CCS for 42 absence days per financial year. These can be for any reason and you will not be required to show proof. If your child is absent for more than 42 days per financial year, you must provide documentation to support that the absence falls under one of the permitted circumstances in order to receive your CCS payments. Please contact Centrelink for more information.

## Child Care Subsidy

Child Care Subsidy (CCS) is a payment made for families to assist with the costs of child care. Families using child care provided by approved child care services may receive CCS. Your child must be linked to parent/guardian and the appropriate documentation filled out with the Family Assistance Office or on your MyGov account to ensure you have requested to claim the government subsidy. You must advise Centrelink that: your child is attending a registered service and let them know that you are wanting to claim the CCS%. The family will be given a Customer Reference Number (CRN) and each child will receive a CRN number. These numbers are to be given to our office upon enrolment.

It is essential that you complete an online assessment to receive the payment. Complete components of the online Child Care Subsidy assessment. It is important that you complete all 4 steps in the online form, including confirming your enrolment. If you have disputed an enrolment you need to go online and confirm the updated enrolment details. Please go online via myGov and update it.

- The CCS % are paid on the hourly rate cap for Centre Based Long Day Care
- We expect most families with an approved CCS % will pay between \$5.50 - \$8.00 per hour.
- Department of Human Services withholds 5% of the subsidy amount that will be reconciled directly with the family at the end of each financial year.

## Useful links

[www.familyassist.gov.au](http://www.familyassist.gov.au) Ph 13 16 50

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

## Children's Programs

At Kids on Queens Parade we believe that children from a young age should be taken seriously and taught at a higher level to assist in developing fundamental social and language skills. If environments are created in a homely way, it allows for children to gain an easier sense of comfort and security whilst in the learning environment. Kids on Queens Parade has a policy where all children who attend the centre must be booked in to care a minimum of 2 days per week. This policy is put into place to ensure children are settled in and assists our early childhood professionals in providing quality caring and planning for your child.

Children are grouped by age across four rooms, with qualified early childhood professionals staffing each room. Children from birth to school age are accommodated for:

Karingal Room	6 weeks - 18 months
Omaroo Room	18 months - 3 years
Quindalup Room	3 years - 4 years
Pirra Room	4 + years



- Experiences at Kids on Queens Parade are frequently child-initiated and child-directed, with the early childhood professional providing resources and support where necessary, so that children are in control of their own learning. Children need to have the ability to move and explore at their own discretion and comfort. Play is supported through adult supervision and open-ended experiences are available to ensure that children with different learning abilities experience and explore several activities. Children across all age groups are able to freely select from a broad range of experiences, to both work and play with these activities at their own desire.
- A creative and narrative portfolio is kept for each child who attends Kids on Queens Parade. Included in each portfolio are items of meaning, developmental profiles and significant memories, including family beliefs and values. These are on display in each room for children, families and friends to view at their own leisure and are your child's to keep at the end of the year.
- Each room has a Daily Reflection Booklet that gives a brief summary of what the children have been involved in throughout the day. This booklet assists the early childhood professionals to plan and program for experiences that children are taking an interest in, and what materials can be introduced to further enhance experiences. This form of documentation is functional, frequent and is designed to suit the needs of staff, children and families.

### Kindergarten 4 year old

A fully registered and funded 4 year old kindergarten program operates at Kids on Queens Parade in the Pirra Room. An early childhood professional with Kindergarten qualifications is employed through our service Monday through to Friday. Kids On Queens Parade Preschool program provides an educational experience that assist children to develop knowledge, skills and attitudes that will strengthen and extend all areas of development for future learning.

*The Government is committed to providing funding to give every Victorian child the opportunity to attend a preschool program for one year. Kindergarten is important as it provides developmentally appropriate programs that further the social, emotional, cognitive, language and physical development of children.*

For more information on kindergarten programs go to:

- [www.dhs.vic.gov.au/earlychildhood](http://www.dhs.vic.gov.au/earlychildhood)
- [www.vicnet.net.au/governmnet/localgovt](http://www.vicnet.net.au/governmnet/localgovt) or 1300 731 947

### Our Team of Early Childhood Professionals

At Kids on Queens Parade our carers are committed educators respecting children, their colleagues and the aspirations of the centre. All early childhood professionals employed at Kids on Queens Parade strive to provide a nurturing and caring environment for children in their care. Each early childhood professional aims to provide a caring, friendly and high quality developmental program for children of all ages. We believe that the role of adults is to provide a stimulating and responsive environment where positive reinforcement and encouragement make learning possible. All educators who work at Kids on Queens Parade hold some form of Early Childhood Qualification and/or are currently undergoing studies. Each educator holds a current First Aid Certificate, has attended Asthma and Epi-pen training programs and holds a Working with Children Check. Relief and agency workers are not used at Kids on Queens Parade. We feel that this provides consistency and stability for children in care.

Training and professional development is encouraged and supported at Kids on Queens Parade. A range of customised professional development activities for Kids on Queens Parade employees are delivered in a range of formats that are designed to meet professional development requirements.

Kids on Queens Parade has a detailed list of centre policies that are available for all family viewing. These policies are located in the entrance foyer of the centre.

**General Information – Helpful Tips**

<ul style="list-style-type: none"><li>• Your child will have a designated locker in their room. We ask that your child's bag fits comfortably into their locker. If it is too big, it is a hazard. The Early Childhood professional in charge of your child's room will supply you with a list of what to bring for your child on a daily basis.</li></ul>
<ul style="list-style-type: none"><li>• Your child's sun protection is important to us, we require your child to have a proper fitting sunhat. 30+sunscreen is provided. Our sun smart policy is "No Hat, No Outdoor Play".</li></ul>
<ul style="list-style-type: none"><li>• We ask that all of your child's clothing and belongings are labelled <i>clearly</i> with their name.</li></ul>
<ul style="list-style-type: none"><li>• If your child is unwell it is requested that you attend a doctor to verify their health <b>BEFORE</b> attending Kids on Queens Parade. This is necessary for the health and well-being of other children and the educators. Under Human Service Regulations '<i>we cannot care for your child at the risk of infecting others in our care.</i>'</li></ul>
<ul style="list-style-type: none"><li>• Kids on Queens Parade endeavours to be a <b>NUT FREE</b> centre. We do not have peanut food products or foods which contain traces of nuts. It is requested that you do not bring toast, sandwiches or foods containing this product into the centre.</li></ul>
<ul style="list-style-type: none"><li>• If it is your child's birthday you are welcome to bring in a cake and other assorted party foods etc. We do ask that a full list of ingredients is brought in to the centre with the cake to ensure children with allergies will not be affected by the products.</li></ul>
<ul style="list-style-type: none"><li>• It is a requirement of Department of Education that your child be signed in and out of the service each day, which can be done on our digital kiosk.</li></ul>

If further information is required please do not hesitate to contact the office. An information booklet on the centre philosophy and the centre policies can be found on our kiosk in foyer for your viewing. Thank you and welcome to Kids on Queens Parade Child Care Centre and Registered Kindergarten.

Kindest Regards

*Zara Phillips*

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