



Guide for Parents

Key Contact Details

Address:	100 Plateau Rd, Bilgola Plateau
Phone:	(02) 9918 6000
E-mail:	bilgola@billykidslearning.com
Centre Director:	Alison Stafford
Fees Administrator:	Pia Barrow 0414 240 350

TABLE OF CONTENTS

Starting at Billy Kids	3
Centre Information	6
Family Involvement	8
Learning & Development	9
Our Policies	10
Your Child's Health	14
Your Payments	17
Appendix – List of Support Services for Early Childhood Development	20

STARTING AT BILLY KIDS

Enrolling your child

To secure the placement of your child at Billy Kids you will need to do the following:

Step 1. Complete the Direct Debit form authorising a bond equivalent to two weeks full fees to be debited as per the current bond policy and return to the office or via email.

Step 2. You will then be contacted to arrange an enrolment appointment where you will need to bring the following documents to ensure your enrolment is complete:

- Enrolment Form, completed
- Billy Kids Food Allergy & Cultural and Religious Preference form, completed
- Parent Questionnaire, completed
- Original Birth Certificate
- Current Immunisation History Statements (HIS)

What to bring to Billy Kids

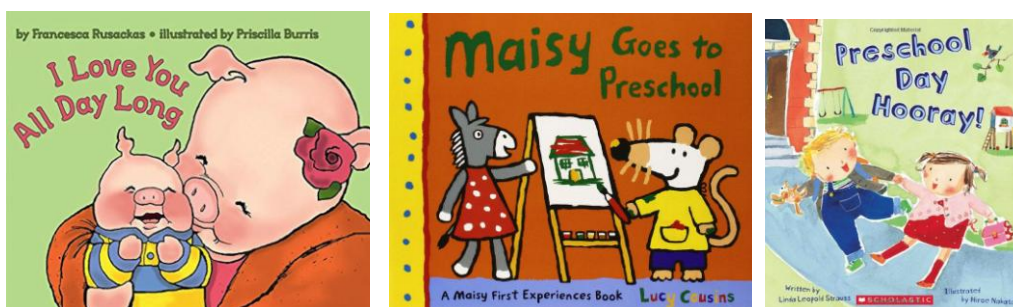
When dropping your child in each day please bring the following items in your child's bag:

- Comforters for bed, e.g. dummy, soft toy, favourite blanket (if applicable)
- Wide brimmed hat or legionnaires hat (cap with a long tail to cover ears and neck)
Regular caps are not suitable.
- Please note that your child's shoulders must be covered
- Your child should also have shoes with a back strap. Sandals and running shoes are appropriate
Thongs are not suitable.
- Clean change of clothes
- A drink bottle that is clearly labelled.
It's a good idea to always allow for a change in the weather.

We ask that you label all of your children's belongings including socks, shoes and clothes.

Getting to know Billy Kids

Before your child starts at Billy Kids, we invite you and your child to come and spend some time with us, usually in the morning or afternoon. *Please phone us in advance to arrange a mutually convenient time.* This can help to make your child's first day less daunting, particularly if they are new to formalised child care. In our experience it is best to not place too much emphasis on starting at Billy Kids as this could make your child anxious. Mention it to your child and perhaps read some stories to them about starting preschool. Here are some good examples:



During your child's first days it is perfectly understandable for you to be keen to know how they have settled in, and so we invite you to phone the centre **at any time** to check in on their progress.

Our staff will do their very best to settle your child in as quickly as possible and you can rest assured that they are well trained in helping new children adapt to Billy Kids. If, however, we feel that your child is too upset to stay all day, we will call you suggesting that you come in to collect your child early.

Orientation

An important part of orientation is a meeting between parents and the Educators from your child's assigned Room. It is a good way for us to get to know your child better and ensure a smooth transition from home to Billy Kids. Our goal is for every child to settle into Billy Kids as soon as possible.

Topics covered in the meeting will be specific to your child, and may include: family members, cultural identity, nationality, religious beliefs, routines and practices followed at home. Information such as any fears held by your child, your living arrangements (e.g. do they have a backyard) or their favourite pastimes may also be requested, as well as what objectives you have for your child's care, education and development while they are at Billy Kids.

Tips for wishing your child a “Happy Day”

Starting child care is a big change. It can be an exciting and emotional time for families – both children and parents.

Although it might be hard, it’s important for you to **be positive with your child about the experience**. Children have an amazing ability to pick up on when their parents are worried or anxious, so try not to share your worries or anxious feelings with your child.

This doesn’t mean you can’t show your feelings though – we are here to support during this emotional time. We recommend that families call us any time if you are concerned about your child.

It is important to develop a routine of saying goodbye with your child and remaining consistent. This might include reassuring your child that they will be okay. Eg “Here is a kiss for you to keep in your pocket until I come back”

Please note that Separation Anxiety is a common and natural reaction to starting child care. All children are different and will have different ways of overcoming their anxiety. Together with our Educators, we can develop some strategies unique to your child, but patience is key. A fact sheet is available on orientation if you would like some more information.

Toys

Billy Kids is blessed to have many resources to engage the children in play. We allow the children to bring in a small snuggly toy that can be used to calm their nerves or comfort them during rest time. Over time we encourage parents to leave the special toys at home as your child becomes more comfortable in their environment. Bringing toys to Billy Kids can cause some distress if children are unwilling to share or if toys become lost and broken.

Arrivals and Departures

A “Sign In” folder will be at the entrance to your child’s room - when arriving at Billy Kids and leaving at the end of the day, you **MUST** sign in /sign out your child.

If a nominated, authorised person (who is over 18) other than a parent will be collecting your child on any day please let us know in advance, in writing.

We also ask our families to apply sunscreen on arrival and wash your child’s hands on arrival and departures.

For any children in nappies, we ask that you please bring your child in to Billy Kids with a fresh nappy.

CENTRE INFORMATION

Children & Educators

Billy Kids Bilgola caters for children from two to six years of age, Monday to Friday. We have a full roster of Early Childhood Professionals to ensure the smooth running of our centre.

Selecting the right Educators and looking after their professional needs is a high priority for Billy Kids. We know the happiness and wellbeing of our children is in the hands of our staff. We work hard to create a wonderful and progressive environment to attract the very best people for all our roles. The tenure of most of our Educators is a testimony to the quality of our work place.

Hours of Operation

The centre is open from 7.30 am to 6.00 pm Monday to Friday.

We require parents to collect their children by 5.55pm, which allows at least five minutes for staff and parents to liaise before closing at 6.00 pm.

Collecting your Child Late

If for some unforeseen reason you think you will arrive after closing time, then:

- Contact the centre **as soon as possible**, even if you subsequently arrive on time
- Try to arrange for another “authorised” person to collect your child.

At least two staff members are required to stay with your child until you collect them, and so out of respect for our staff, we ask that you take all steps to ensure you do not arrive late.

NB A late fee of \$2 per minute, per child will be charged directly to your account.

Holidays at Billy Kids

Our centre is open approximately 51 weeks of the year and closes over the Christmas & New Year period. The specific dates we are closed for each Christmas break will be advised to all parents well in advance. We are also closed on all normal NSW public holidays, but not public holidays that relate to only certain industries e.g. the NSW Bank Holiday. In line with industry standards Billy Kids charges fees for NSW public holidays when the centre is closed with the exception of the close down period between Christmas and the New Year.

Meals

Billy Kids provides all meals, consisting of a nutritionally balanced menu of morning tea, hot lunch and afternoon tea. Menus will be displayed every week for parent information and feedback. Rice milk, cow's milk and water are also supplied. Allergies and special dietary requirements will also be catered for so please contact us if you require assistance or further clarification.

Nappies

Billy Kids provides disposable nappies for all children as needed. If your child has any specific requirements, for example they must use cloth nappies, then you will need to provide these for your child.

Extra- Curricular Activities

In addition to the daily program, Billy Kids Bilgola provides our children the opportunity to participate in extra-curricular activities on a weekly basis. These activities are reviewed term by term to ensure that our children are participating in a variety of activities.

Examples include specialist Activity groups who visit to teach the children:

- Sport; Yoga; and Zumba.

We also have one day events each term presenting the children with various shows including:

- Animal; Literacy and Language; Multicultural; Indigenous and Science shows.

These are very popular and vary year to year.

Meet our Bunnies

Billy Kids is the proud owner of two pet rabbits named Maisy and Poppy. Maisy and Poppy have a home in the playground. They are so fast that we very rarely get to hold them, but if we do manage to have a pat, we always wash our hands afterwards.

Maisy and Poppy also love to eat all our left over carrot and apple scraps, so hopefully they are helping to do their bit for the environment as well as being cute! Please feel free to visit our Animals and Pets Policy from the policy folder for more information.

Compliments and Complaints

Please address all compliments, suggestions and/or complaints to:

Nominated Supervisor and centre Director – Alison Stafford

100 Plateau Rd, Bilgola Plateau

Phone: (02) 9918 6000

Email: bilgola@billykidslearning.com

Operations Manager - Linda Livaniou

Phone: 0411 430 362

Email: linda@billykidslearning.com

Approved Provider - Scott Dalton

Phone: 0410 441 111

Email: scottdalton@billykidslearning.com

FAMILY INVOLVEMENT

Information Resources

If you are interested in we maintain a wide collection of books, resources, and subscriptions for you to access and borrow from our foyer area. Topics cover health, nutrition, child development, relevant government policies etc...

Open Door Policy

Billy Kids maintains an open door policy for our families. You are welcome to visit or call the centre at any time during the day. Extended family and friends are also welcome to visit the centre; however we do ask that prior arrangements are made between the parent and Centre Director with appropriate identification supplied.

Parent Information

To keep you involved in your child's day, information relating to their activities, meals, rest/sleep times, bathroom routine etc. can be found within their classroom. These areas will be pointed out to you during your Orientation visit. We also have a number of Parent Information Boards throughout the centre and use email for correspondence.

Please also feel free to speak to your child's carers if you have any questions.

Information evenings on a range of topics are held throughout the year. We offer talks on School Readiness, Toilet Training, Nutrition for Young Children, Challenging Behaviours and many more. Families are welcome to suggest any topics they would like to learn about to our Centre Director.

Parent Participation

At Billy Kids, we love having family participation in our program. In the past we have had families join us to read a story, cook with the children, talk about their professions, bath their new baby, bring in their pets and much more.

We also love it when families come to help out with our centre events. Some parents love to read the class a story, others might take photos or assist us in planning our events. Let your child's Room Leader or our Centre Director know at anytime if there is something you would like to participate in at Billy Kids.



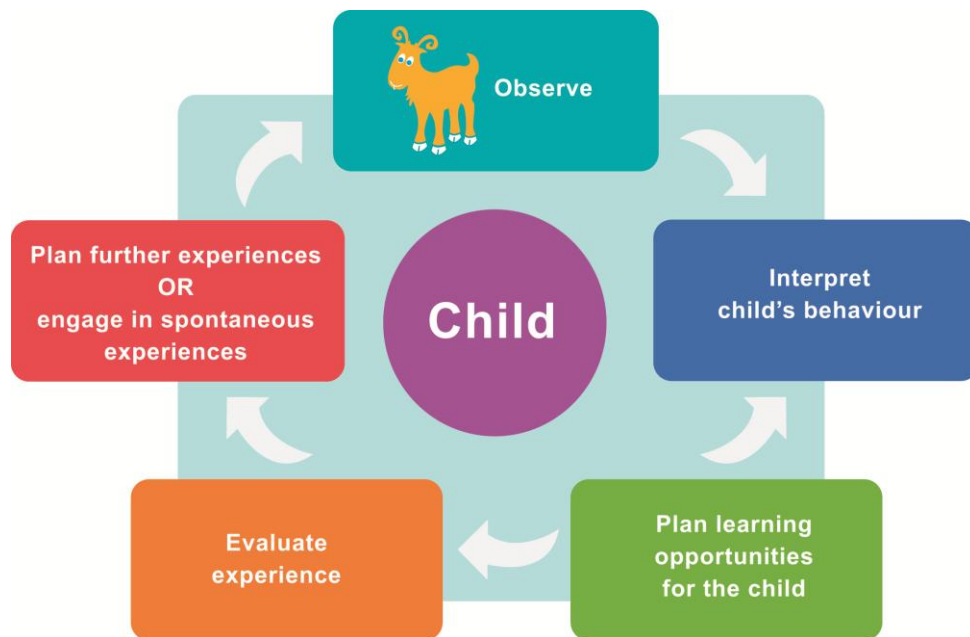
LEARNING & DEVELOPMENT

Learning Programming

Our educational philosophy is based on the knowledge and current findings that are accepted as best practice within the field of early childhood education.

We take a child-centred approach toward learning and respect the unique capabilities and interests of all our children. We also have a strong focus on building positive learning dispositions that will accompany children throughout their lifetime journey of learning. Our aim is to foster initiative, enquiry, imagination, concentration and commitment into the hearts and minds of all children.

Our educators follow the National Early Childhood curriculum, *The Early Years Learning Framework*, to create the most satisfying of play-based learning environments for children and their families.



Kinderloop is an online communication tool we use to deliver the program. This involves Educators uploading the daily reflections, observations and photos of your child that you can access anytime from your computer or mobile via the Kinderloop App. Individual photos of children will only be seen by the family.

Meetings to discuss your child's development can be scheduled with the Room Leader, at a time that is convenient for both you and the Educator working with your child.

OUR POLICIES

Absence from Billy Kids

Please notify us **by 9.00 am** if your child will be absent from Billy Kids on any scheduled day.

We would also appreciate an email if your family is planning on taking a holiday, as this is helpful to our Educators who plan specific learning experiences for your child.

Behaviour Guidance

At Billy Kids we use a range of strategies to encourage positive play and guide children's behaviour. We believe it is important to give children a voice and listen to them. When children present with challenging behaviours, we take in to consideration many factors including:

- the age of the child;
- what is developmentally appropriate;
- the child's family situation;
- the situation that has occurred;
- the behaviour that has presented and whether this behaviour is repeated.

With young children, we will often redirect the child's play. If the behaviour is ongoing we may choose to pay close attention to the child's play to avoid repeat behaviours. Older children are taught to talk about their behaviours and feelings. They are also encouraged to engage in conflict resolution with their peers to solve problems. Educators support children in this process. In the early years, the best way to overcome these behaviours is to have a consistent approach between Educators and Families. Once the behaviour is identified, we pinpoint the trigger and address the trigger first. We have found that open communication between Parents and Educators is key to any improvement in behaviour.

Birthdays

Children love to celebrate their birthdays with their friends so we encourage families supply preservative free ice blocks to feed the children in your child's group.

Please note that our service has many children with allergies. If you would prefer to supply small cupcakes we would require a list of ingredients.

Clothing

We will do our best to ensure that each child is clothed appropriately at all times. However, as the weather can change quickly, and sometimes children's clothes become dirty through active play, we ask you to bring a clean change of clothes in your child's bag.

Please always name all items of clothing, including hats and shoes.

Billy Kids' Staff will dress children according to the weather, and ensure that children are appropriately dressed for rest time.

Code of Ethics

All Centre staff work under 'The Code of Ethics' that has been developed by the Australian Early Childhood Association. This is a professional code which defines the quality of working relationships that we aspire to have with the children at the centre, the families and colleagues we are working with, and the broader community. It also outlines the professional conduct expected of Early Childhood staff.

The Code of Ethics is on display in the office. Both the Code of Conduct and Code of Ethics are documents we value in helping to guide and evaluate our daily practice, ensuring we maintain consistently high standards of quality care and education for your children.

Confidentiality

All records will be kept in a secure place. Access to individual files will be limited to staff and licensing authorities, unless prior permission from the child's parent(s) and/or guardian is obtained.

Educator Ratios and Qualifications

The government sets minimum standards for Educators to child ratios. Billy Kids uses these ratios as a minimum standard but in many cases exceeds the regulations. Those ratios are 1:5 for two to three year olds and 1:10 for three to five year olds.

Billy Kids employs a range of staff including Trainees, Certificate 3, Diploma and University Trained Early Childhood Teachers. Each room has a balance of qualifications with many Educators further developing their skills to become university trained Educators.

We also offer ongoing professional development for all our Educators and scholarships for our best trainees.

Emergency Evacuations

For the safety of all our children, staff and visitors Billy Kids conducts and evaluates Emergency Evacuations drills every three months. These are conducted over five days covering all types of emergencies. We explain carefully to the children that these are a practise and notify families when these have been done. The emergency evacuation point is located in the service carpark. In the event that the children need to be relocated away from the service, they will be escorted to Bilgola Primary School. Parents will be communicated with on the location of their children and reassured of their child's safety.



Leaving Billy Kids

We require a minimum of four weeks written notice of your decision to withdraw your child or drop days of care. Once notice is given we will issue you with a final fee statement. Email is also acceptable and can be directed to bilgola@billykidslearning.com

If you are withdrawing your child to attend school, it is required that families give full notice before the centre closes down at the end of the year. Please note that the closedown period is not included in the notice period as the centre director is unable to fill this position during this time.

In your final statement we will apply your two week fee bond (paid on enrolment) towards the balance due up until your child's last day, and this will determine the balance that may still be owed, or owed to you. If you have paid in advance then any money owing to you will be refunded to you after your child's last day of care. If you have a balance that is still to be paid we require that you pay this as per normal.

Rest and Sleep

Our day at Billy Kids is always a busy one. The children are constantly on the move engaging in activities and experiences that are different to those at home. **Play can be hard work!** For this reason we allow each child the opportunity to rest or sleep.

We are very happy to discuss your child's needs in regards to sleeping. Our children are never forced to sleep at the service, however we do encourage them to at least have a rest or quiet period during the day. This may include resting on a bed, pillow, listening to some soft music, reading a story or engaging in some meditation or yoga. Sleep times are recorded for your information.

Shared Custody of Children

In shared custody situations, parents should be assessed individually for the Child Care Benefit and Child Care Rebate by the Department of Human Services (DHS) if the child care fee burden is to be split. We will then set up separate accounts and bookings for a child based on the agreed split of the child care fees. This agreed split must be acknowledged in writing. Each parent will need to supply us with their own CRN (Customer Reference Number) as well as the child's CRN. These CRNs will be supplied to the parents when they are assessed by the DHS. Each parent will also need to fill out separate enrolment forms to ensure the relevant contact information has been provided.

Smoke Free Environment

Our Centre has a Non-Smoking policy, which covers the entire area (indoors & outdoors) of the Centre. All Staff are made aware of the non-smoking policy on employment at the Centre. Parents are also asked to respect our smoke free environment.



Billy Kids are happy kids

Sun Protection

To ensure the right steps are taken in the area of sun protection we will:

- Apply sunscreen 20 minutes (if possible) before going outside.
- Make sure every child is wearing a hat and t- shirt, and Educators will set a good example by also wearing a broad brimmed hat
- Minimise (or avoid) the child's sun exposure on extremely hot days, particularly between 11.00am and 3.00pm during summer
- Encourage the right habits in children by introducing the Sun Smart program to parents.

Families are encouraged to put sunscreen on before arriving at Billy Kids

Workplace Health and Safety

Billy Kids has a workplace health and safety policy in our policy binder for your perusal. Billy Kids is active in maintaining a safe environment for your child to play. We complete checklists daily, weekly and every quarter to identify risks and hazards in the workplace for Educators, families and children. Billy Kids is also active in completing risk assessments on new equipment, visitors and emergency situations. We employ the services of a maintenance person and gardener to ensure any issues can be quickly addressed.

YOUR CHILD'S HEALTH

Accidents and Incidents at Billy Kids

If your child is involved in an incident or accident at the service, an Incident, Injury, Trauma and Illness Record is kept. Parents will be notified at the end of the day unless the injury is significant. In this situation, parents will be notified immediately. Parents will be asked to sign the report and given a copy on request. Parents will also be notified if your child injures another child. We take confidentiality seriously and do not discuss specific details about other children in these reports, nor with the family. This is regulation.

Allergies

If your child has any allergies of any kind (known or suspected), it is imperative that you notify us at enrolment and we will take all reasonable precautions to ensure your child is not exposed to those allergens. Meals catering for children with allergies are available upon request and at no extra cost. It is also imperative that you advise us immediately if you suspect any additional allergies at any time, or if your preferred method of managing any existing allergies changes.

A risk minimisation plan will also need to be discussed and created with the Centre Nominated Supervisor to ensure your child's safety.

Asthma

If your child has Asthma, you must notify us on enrolment. You will be required to complete an Asthma plan with your doctor and keep your child's puffer (medication) at the service. A risk minimisation plan will also need to be discussed and created with the Centre Nominated Supervisor to ensure your child's safety.

Exclusion Policy Guidelines, as per the National Health and Medical Research Council

Chicken Pox: At least 5 days after the spots first appear and all blisters have formed scabs and the child feels well.

Conjunctivitis: Until discharge is cleared.

Diarrhoea: Exclude until the bowel actions return to normal.

Diphtheria: Exclude until a medical certificate of recovery is provided.

Hepatitis A: Excluded until a medical certificate of recovery is provided and at least 7 days after symptoms appeared.

Impetigo: Exclusion until sores are healed. Sores must be covered with a water tight dressing.

Measles: 4 days after onset of rash.

Mumps: 9 days or until swelling goes down.

Meningitis: Exclude until well.

Poliomyelitis: 14 days from onset, re-admit after receiving medical certificate of recovery.

Ringworm, Scabies, Head lice: Exclude until the day after treatment has started.

Rubella (German measles): Exclude at least 4 days after the onset of rash.

Tuberculosis: Exclude until a medical certificate from an appropriate health authority is received.

Whooping Cough: 5 days after starting antibiotic treatment.

Hand Foot and Mouth: Until blisters have dried and cleared.

Immunisation

All families must provide their child's ACIR Immunisation History (IHS) statement upon enrolment and after each round of vaccinations.

You need to provide evidence that your child:

- Is fully vaccinated for their age or
- Has a medical reason not to be vaccinated
- Has a conscientious objection, including religious beliefs, to vaccination or
- Is on a recognised catch up schedule if their child has fallen behind with their vaccinations

Please note that if you do not provide the centre with a current IHS, if you have a conscientious objection or a medical reason to not vaccinate your child and there is an outbreak at the centre your child must be excluded from the centre. In line with industry standards fees are applicable for children who are absent due to be excluded from care.

For further information on immunisation, please refer to our website, www.billykidslearning.com

Illness

If your child becomes ill during the day we will contact you to discuss the situation. If medication needs to be administered we will seek your permission prior to doing so.

If in the opinion of *our staff* your child is too ill to remain at Billy Kids any particular day we will ask you to arrange for your child to be collected as soon as possible.

If your child is sick we ask that you don't bring your child to Billy Kids at all until they recover. Although this may cause some difficulty for you, we ask you to consider the other children, their parents, and the Educators at Billy Kids when deciding whether your child is well enough to attend.

Please do not send your child if she/he:

Has a fever: A child with a fever of more than 38 degrees C must be kept at home, and away from Billy Kids until the fever has dropped naturally without the use of medication.

Has been prescribed antibiotics: A child who has been prescribed antibiotic for an illness should be kept at home for at least 24 hours after the first dose has been given.

Has diarrhoea: The child should have one solid bowel motion before coming back to the centre.

Has been vomiting: A child should be kept at home for 24 hours after the vomiting has stopped.

If your child has had a serious illness, e.g. chicken pox, we will require a copy of a doctor's certificate from your family Doctor or GP to ensure that your child is no longer contagious, prior to them being allowed to return to Billy Kids.

Medical Condition

Please note that if your child has a medical condition, such as Asthma, Diabetes or Anaphylaxis, you will need to provide Billy Kids with an action plan from your General Practitioner. We will also need to provide you with a copy of our medical conditions policy and conduct a meeting to discuss your child's specific needs.

Medication

If your child is taking medication please, **on arrival**, enter the details of your child's required medication in the Medication Register. Medication is to be clearly labelled in the original packaging and handed to a staff-member directly.

Please DO NOT leave your child's medication in their bag. Please also note that medication can only be administered if a Doctor has prescribed it. Over the counter medication cannot be administered by our staff unless it is accompanied by a letter from a Doctor confirming the child's name, and the correct dosage and frequency.

YOUR PAYMENTS

Casual Visits

Occasionally you may need to drop your child in to Billy Kids on an unscheduled day, and provided a space is available that day we will do our best to accommodate your request.

If you only need your child to be with us for up to four (4) hours, we will charge you at the rate of \$25.00 per hour or part thereof. If your child is with us for more than four (4) hours then we will charge you the normal daily rate.

Government Child care Fee Assistance

To help you with the cost of your child care, the Government via The Department of Human Services (DHS) provides the following assistance.

Child Care Benefit

Child Care Benefit is a means-tested payment which reduces the cost of your total child care fees. It is available to you if you are a parent, foster parent or grandparent with a child in your care who is attending child care approved for the purposes of Child Care Benefit by, or registered with, the Government. There are certain eligibility requirements you must meet to get Child Care Benefit.

You can receive Child Care Benefit if:

- you have a child in your care who meets the [immunisation requirements](#) (or have an exemption)
- you or your partner (if you have one) meet [residency requirements](#) (or have an exemption)
- your child attends [approved](#) or [registered care](#) and you have the liability to pay for the cost of your child care
- you meet the income test

PLEASE NOTE: If you are using [approved care](#), you will get up to 24 hours of Child Care Benefit per child per week without having to meet the work, training, study test.

Child Care Rebate

The Child Care Rebate is additional assistance if you use Child Care Benefit approved child care, and you are working, studying or training at some time during the week or have an exemption. The Child Care Rebate covers 50 per cent of your out-of-pocket costs up to the annual limit, regardless of your income. Currently the Child Care Rebate annual limit is \$7500 per child per year.

You have the option to receive your Child Care Rebate paid fortnightly, either directly to your bank account, or through your child care service provider as a fee reduction. You also have the option of having your Child Care Rebate paid quarterly or annually as a lump sum directly to your bank account.

Note: To receive Child Care Rebate as an annual lump sum you must also choose to receive Child Care Benefit as a lump sum.

The Child Care Tax Rebate (CCR) provides eligible families with a 50% rebate of their out-of-pocket child care fees, to a maximum of \$7,500.00 per annum, per child.

You can get Child Care Rebate if:

- you have used approved child care during the year
- you have been eligible for Child Care Benefit (entitled at a rate of zero or more)
- you have passed the Child Care Benefit [work, training, study test](#) (for the purposes of the rebate).

Jobs, Education and Training Child Care Fee Assistance (JET)

JET provides extra help if you are a parent on an income support payment and looking for work, studying or starting a job. Access to JET is time-limited depending on the study, training or employment activity that an eligible parent undertakes.

This is a very brief overview of rebate eligibility, so we advise you follow the link below for further information and to start your online claim: www.humanservices.gov.au/customer/services/centrelink/child-care-benefit

The Department of Human Services office phone number is 136 150.

When speaking to the DHS please advise them that we are designated as a provider of “Approved Care”, and you will also need to confirm that we are operating under “CCMS”.

Once you have been assessed for the rebates the DHS will supply both you and your child with individual Customer Reference Numbers (CRN). Parents are responsible for providing Billy Kids with the correct CRNs for lodgement into our software. These are required in order for us to submit your child’s attendance information to the DHS. They use this information to calculate the rebates you will be paid.

We recommend you apply for your rebate prior to commencing at Billy Kids, as it usually takes up to four weeks for the DHS to complete their assessment. Full fees must be paid until CRN numbers are lodged with the Centre and are successfully “formalised” (accepted by the DHS). Fees are then adjusted accordingly. A maximum period of 28 days ‘back-pay’ is allowable for the CCB.

Rebates are paid by the DHS for absences up to a maximum of 42 days per financial year. It is the Centre Director’s responsibility to record the number of days of absenteeism. If a child has more than 42 days absences the parent is liable for full fees for any subsequent absent days unless a medical certificate is provided. In this case the DHS will pay rebates on absent days in excess of 42 days.

Fee Policy

Our Fee Policy is in line with the standard policy for Child care Centres, which follows:

- Fees are payable fortnightly in advance by Direct Debit. Payments via EFT are only permitted with prior arrangement with the Centre Director. Cash is not accepted.
- All absent days must be paid for including illness, family holidays and exclusion from care. The only exception is the close down period over Christmas and New Year.
- In line with industry standards fees are applicable when the centre is closed for all NSW public holidays. The only exception is the close down period over Christmas and New Year.
- A fee statement will be issued fortnightly via email, detailing your child's scheduled days, the amount due and your Child Care Benefit Summary. These will generally be issued on the Friday prior to the commencement of each fortnight in line with our Debit Schedule Calendar. A copy of this calendar can be collected from the Centre Director. As fees are charged in advance any changes to attendance during this period will be reflected in your next statement.
- A statement will also be emailed at the end of each financial year. This may be useful when reconciling your rebates.
- We require that a refundable fee bond is paid on enrolment for an amount equivalent to two week's fees. This is refunded to you when your child is withdrawn from Billy Kids by applying it as a payment against your final fee statement. This bond is not refundable if you forfeit your enrolment before commencement.

Payment of Fees

Fees are generally reviewed on an annual basis, but should the need arise to increase the fee schedule we will provide you with as much notice as possible.

NB. A Late Fee of \$25.00 per week will be charged for each week that your fees are overdue. If you fall four weeks behind with respect to the due date we will assess your child's position at the Centre and reserve the right to ask you to withdraw your child from care.

A hard copy of your fees statement can be provided at any time upon request.

Parents with queries in regard to fees can be directed to Pia Barrow on 0414 240 350 or admin@billykidslearning.com.

APPENDIX - List of Support Services

Autism Help Line

www.autismspectrum.org.au

Child Development Service (Only for Global Delays) (RNSH)

Phone: 9462 9288

Speech Pathology Australia

www.speechpathologyaustralia.org.au/

Karitane (Parent Support)

Phone: 1300 227 464

www.karitane.com.au

Sids and Kids NSW

Phone: 1300 308 307 (24hr Bereavement Line)

www.rednose.com.au

Tresillian Parent Help Line

Phone: 9797 0855

www.tresillian.net

Triple P Parenting (Positive Parenting Programs- Many great Resources for Families)

www.families.nsw.gov.au

Phone: 1800 789 123



Thank you for choosing Billy Kids Bilgola