



Park Orchards Community House & Learning Centre



HANDBOOK

Quality Area 6: Collaborative Partnership with Families

Welcome | Our Handbook explains imperative information you will need to be responsive of whilst your child is in attendance at our Service.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates.

9876 4381 www.parkorchards.org.au

Service Information

Our Service caters for children aged 6 weeks to 6 years. We are open from 9:00 to 3.30pm Monday to Thursday, and Friday 9 -2.00pm (during school terms) and closed on Victorian public holidays.

We also offer some school holiday sessions.

Contact Information

Address: 572 Park Road, Park Orchards, Victoria 3114

Phone: 03 9876 4381

Email: office@parkorchards.org.au

Website: www.parkorchards.org.au

Educational Leader: Hilary Ramadge

Regulatory Authorities

Our Service is regulated by the new national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in our State/Territory. To contact our Regulatory Authority, please refer to the contact details below:

Department of Education and Early Childhood Development

2 Treasury Place, East Melbourne

GPO Box 4367 MELBOURNE , VIC 3001

Website: www.education.vic.gov.au/childhood/providers/regulation

Confidentiality

We are committed to protecting your privacy. We support and are bound by privacy laws to ensure strict confidentiality is maintained.

To plan programs with you we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child’s file at any time, or request a copy of information in the file.

Service Policies and Procedures

You will find a copy of our Service policies and procedures in the childcare room, office and selected policies and procedures are also available on our website. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations. Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to family’s needs and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures

Hours & Fees

Please note these fees are before Child Care Subsidy (CCS) has been applied, if applicable.

Monday, Tuesday and Thursday

9:00am - 1:00pm	\$64.00
9.00am - 2.00pm	\$80.00
9.00am- 3.30pm	\$96.00

Wednesday

9.00am-12.00pm	\$48.00
9.00am-2.00pm	\$80.00
9.00am- 3.30pm	\$96.00
12.00pm-3.30pm	\$56.00 (includes optional pick up from Park Orchards Kindergarten)

Friday

9.00am-12.00pm	\$48.00 (includes optional drop-off to Park Orchards Kindergarten)
9:00am - 1:00pm	\$64.00
9.00am-2.00pm	\$80.00

Hourly Sessions

Hourly sessions are available during the above session times subject to availability.

\$18 per hour up to 2 hours.

Note: session times are correct at time of printing and may vary – ask at the office or check our website.

Families are required to complete the online Child Care Subsidy assessment via [MyGov](#) website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment, we will need the CRN of the person linked with the child, as long with the child's CRN so we can confirm register attendance and ensure that you are receiving the appropriate subsidy.

Child Care Subsidy (CCS)

Child Care Subsidy is a means-tested subsidy paid directly to the Service as a fee reduction. There are three factors that will determine a family's level of Child Care Subsidy, which include:

1. Combined Family Income
2. Activity Test for both parents
3. Service Type

Transitioning to Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through [MyGov](#). Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of child care your family uses.

Enrolment Information

Prior to commencing at our Service, you will be required to complete all enrolment documentation via our website www.parkorchards.org.au/ - Childcare – Childcare Enrolment form

**** It is important that the primary parent through MyGov, be the same as the primary parent through our childcare system – Xplor****

If applicable, please list both parent as carers and also as emergency contacts, along with any other emergency contacts you would like.

Please understand that it is essential we have up-to-date information in case of an emergency. It is important that you notify the Nominated Supervisor (or our office) of any changes to enrolment information including:

Address, Health, Telephone/mobile numbers, contact details, family changes, emergency contact information details etc.

It is essential that we have copies of your child's birth certificate and up to date immunisation statement from the MyGov website. We are also required to have certified copies of any court orders relating to the child.

You can enrol online at www.parkorchards.org.au

You will be asked to enrol and or review your child's enrolment details each year.

Complying Written Arrangement (CWA)

A Complying Written Arrangement (CWA) is an ongoing agreement between an Early Childhood Education and Care service provider and a Parent/Guardian, to provide care in return for fees.

The CWA must contain a minimum amount of information as defined by the Government. Some of the details included are the days on which sessions of care will usually be provided and usual start and end times for these sessions of care.

If your sessions change you may be asked to sign a new CWA.

Instructions for completing this are in Appendix A.

Bookings

Childcare bookings can be made in advance up to a year at a time.

You can book sessions over the phone or in person at our office.

Fees are due every two weeks and can be also paid in advance.

All statements can be viewed at any time through the parent portal in Xplor.

Session Extension

If you plan on extending a session beyond the original booking time please notify office staff as soon as possible. Due to staffing ratios this may not always be possible on the day.

Absences and Cancellations

Cancellations up to 24 hours before the session will not be charged.

Cancellations of less than 24 hours will be charged in full.

If your child is unable to attend please cancel your childcare booking as soon as possible. We have an answering machine so a message can be left out of office hours on 9876 4381 or email

office@parkorchards.org.au

Service Closing Time and Late Fees

Please be aware the Program closes at 3:30pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 3:30pm. A late fee is incurred for children collected after 3:30pm.

The fee is \$6 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, then we will contact Department of Education and Communities and the Police to take responsibility of your child.

Goals for your child at our Service

“We discovered that education is not something which the teacher does, but that it is a natural process which develops spontaneously in the human being.”

Maria Montessori

Educators’ practices and the relationships they form with children and families have a significant effect on children’s involvement and success in learning. Children thrive when families and educators work together in partnership to support young children’s learning. Children’s early learning influences their life chances.

Wellbeing and a strong sense of connection, optimism and engagement enable children to develop a positive attitude to learning.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the Educator is to work in partnership with families; children’s first and most influential educators.

Parent Participation

The Service has an Open Door Policy and encourages families to be involved in the Service if they choose. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills & experiences that the children and the program will benefit from.

You can be involved in our Board of Management. Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's Educator at a time that suits you throughout the year, and offer email, SMS, Newsletters. We pride ourselves on strong verbal communication on a daily basis.

If, for any reason you question or do not understand any aspect of the Service or your child's experience we have a Grievance Policy that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available in the childcare room, the office and website. You are welcome to take a copy home and review at your leisure.

Family Skills, Interests and Talents

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your Home Culture

Your home culture is most welcome in our Service. We would greatly appreciate if you were able to share with our Service aspects of your culture and family life. This would assist us to enrich the lives of all our families and children.

Recyclable Items

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is appreciated.

Special Events

Our Service organises special events throughout the year. Keep an eye out for flyers, newsletters and messages through Xplor.

Suggestions

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service please let us know.

If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance procedure if you would like to formally raise any concerns

Communication

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and may not be the best time to discuss your child's day.

We have many types of communication we use for families, which include:

- Xplor notifications
- Phone calls
- Emails
- Letters
- Face to face
- Newsletters

Court Orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. *Without a Court Order we cannot stop a parent collecting a child.*

Arrival and Departure

For safety and security reasons, ALL children must be signed in on arrival, and signed out on departure.

No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the Nominated Supervisor.

Preparing your child for childcare

Orientation is an important start for your child and family to connect to our Service. We encourage each child to attend the Service in the company of a family member before they start the day with us. This gives you and your child the opportunity to gain an understanding of our program, the lay out of the room, where to find things, provide Educators with additional information about your child and how we can best support their transition and settling period.

If your child is reluctant to attend, please discuss this with their assigned Educator so that they can develop strategies with you to support the transition from home to the Service. You are welcome to take photos of your child in our environment to show and discuss at home.

Communication between home and the Service must be open and happen often to best support your child during this time. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from Educators for both the children and their families. Sometimes this experience is upsetting more so for the family, not the child. We understand this and offer support through phone calls, photos and open communication.

Saying goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Please tell your child when you are leaving as they may become upset if they have not had the opportunity to say goodbye. This will gain trust from the child, not only in you but also in the Educator who is reassuring your child about their day and when you will return. Rest assured, we'll contact you if your child becomes distressed.

What to bring to the Service

Backpack

For independence, we work towards all children being able to recognise and open their own bag. Let them be involved in selecting the bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled.

Morning Tea and Lunch

Morning tea packed in a small container, clearly labelled with their name. Also, include one drink bottle - again with their name on it. We always provide water and cups but a drink bottle is a great.

We try to encourage a healthy lunch at the Service

If packing grapes or cherry tomatoes, please cut them up to prevent them becoming a choking hazard. Cherries need to have pips removed

Due to a number of children with allergies and whom may suffer from anaphylaxis please DO NOT send food containing any nuts and nut products, sesame seeds, shrimp, or egg.

Also please do not send POPCORN as it is a choking hazard due to our mixed age group setting

Breastfeeding & Bottlefeeding

This Service supports breastfeeding. Families that are breastfeeding should speak to the Nominated Supervisor or Responsible Person to be aware of our policies on storing and serving breast milk. Families that are formula feeding should also consult our Nominated Supervisor or Responsible Person to be aware on how we need the formula prepared and stored.

Clothing

It is helpful to your child if they are dressed in non- restrictive, serviceable and easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop & jump as well as being easy for the child to take off and put on by him/her.

Broad-brimmed hats or legionnaire hats and sunscreen are to be worn in warmer weather. Our preference would be if a named wide brimmed hat, that we now have available to purchase for \$25.00 with our Park Orchards logo, that would remain at the Childcare centre for ease of access, to ensure your child has a hat on the day they attend care. Hats are available for purchase from the office and childcare centre.

Hats with NO ties or cords. Baseball or peak caps or visors are not considered a suitable alternative.

Coats and warm hats in colder weather.

Please remember to label all items of clothing especially jumpers, jacket and hats.

Unsuitable shoes

Thongs, crocs and gumboots and unsuitable footwear and we prefer that these be NOT worn to the Service. Lace up joggers or sandals are appropriate. Also, please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts and stiff buttons can prove a problem for children who need to go to the toilet. We require all t-shirts to have sleeves (no mid-drift tops) and hats that are broad brimmed are essential for effective sun safety.

Spare Clothes

Every now and then accidents occur and it may be necessary for your child to get changed into a fresh set. Please include a complete change of clothes, every day, which can stay in your child's bag...just in case!

If your child is still in nappies at least two extra nappies and nappy wipes.

Behaviour Guidance

Educators follow a Behaviour Management Policy that extends across the whole Service giving consistency of expectation. This policy allows children to develop self-discipline, a respect for others, for property and respect for self, whilst learning to regulate their behaviour. If you require further information on this policy, please ask Educators and refer to the Policy manual.

Physical Play

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, motivation, learning and wellbeing. We feel physical play is a vital part of everyday life. We believe in providing children with a range of physical activities and experience on a daily occurrence for them to challenge their large and small muscles, allowing them to gain increasing control over their bodies as they learn the importance of physical play.

Physical play provides children with the opportunity to:

- Develop strong bones and muscles,
- Improve strength and balance
- Develop Flexibility and coordination
- Develop Fundamental Movement Skills
- Develop spatial awareness
- Develop mathematical concepts
- Be confident as they learn to control their bodies and understand their limits
- Learn to cooperate and share with others
- Promote healthy growth and development

Sustainability

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

In order to empower our sustainability program we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

Rest and Sleep

Rest and sleep routine varies according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide stretcher beds for children. Please feel free to discuss your child's rest or sleep needs with Educators.

Birthdays

It is very exciting for a child to be having a birthday. If a cake is required for a child's birthday it is recommended that cupcakes be provided as this reduces the major allergy risks associated with most other cakes. Families are required discuss cake options with educators prior to the celebration. *For further information, please see our Celebration Policy.*

Sun Safety

Children and Educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 50+), which is reapplied according to the manufacturers recommendations.

Between mid-August and end of April, and when the UV level reaches 3 and above outside the August to April timeframe, make sure that sunscreen is applied prior to the session and Educators will re-apply if required.

If you do not wish the childcare staff to apply our sunscreen Coles brand SPF50+ broad spectrum to your child, please advise via email to office@parkorchards.org.au outlining that your child has sensitivities to sunscreen, and that you will provide your own labelled SPF50+ with your child/children's name on it and we will then update the enrolment information. Or alternatively you can complete the Application of Sunscreen form, (available from the office and as on online form – link in Appendix C).

All children are required to wear hats that protect their faces, neck and ears, i.e. legionnaire, broad-brimmed or bucket hats. Baseball or peak caps and visors are not considered a suitable alternative.

Please make sure to include a hat in your child's bag every day regardless of the weather conditions. Our preference would be if a named broad-brimmed hat or legionnaire hat could remain at the Childcare centre for ease of access, to ensure your child has a hat on the day they attend care. We have suitable hats for sale for \$25.

Medication

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless a doctor provides the Service with written authorisation.

Educators can only administer medication to a child from its original packaging with pharmacy instruction sticker.

On arrival at the Service families, must give medication to Educators for safe storage and complete a medication authorisation form. Under no circumstances should medication be left in children's bags.

If you wish for your child to have nappy cream applied whilst attending the Childcare centre we require the **Application of Nappy Cream form** to be completed (available from the office and as on online form – link in Appendix C).

When should I not send my child?

Our Service is a busy and demanding day for the bodies and minds of our children, we are not equipped to care for sick children; however we will do everything we can to comfort a child who has become sick whilst in our care. To try and prevent the spread of disease, please monitor your child's health and watch for:

- Runny, green nose
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic
- Drowsiness
- Breathing difficulty
- Poor circulation
- Poor feeding
- Poor urine output
- A stiff neck or sensitivity to light
- Pain

Please do not bring your child to the Service if they display any of the above symptoms. If a child becomes ill whilst at the Service the child's parents or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, educators will contact the child's emergency contact for collection.

When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, date of onset, general behaviour of the child leading up to the illness and any action taken.

Your child should not attend the Service if they have had Panadol or Neurofen within 24 hours for a temperature. It is extremely important that staff members are aware if a child has had either medication.

The other consideration is that medication of any type should not be added to a child's bottle. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been away due to illness, please check with the Service as to whether or not you will need a certificate before your child returns.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding: Exclusion from the Service of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can let families and Health Department know if something is going around and avoid an epidemic. (Confidentiality is always maintained).

CONDITION	EXCLUSION
CONJUNCTIVITIS	Exclude until discharge from eyes has ceased.
HAND, FOOT AND MOUTH DISEASE	Until all blisters have dried.
HIB	Exclude until medical certificate of recovery is received.
HEPATITIS A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
HERPES – COLD SORES	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
INFLUENZA AND FLU-LIKE ILLNESSES	Exclude until well.
MEASLES	Exclude for at least 4 days after onset of rash.
MENINGITIS (BACTERIAL)	Exclude until well.
MENINGOCOCCAL INFECTION	Exclude until adequate carrier eradication therapy has been completed.
MUMPS	Exclude for 9 days or until swelling goes down (whichever is sooner).
POLIOMYELITIS	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
RUBELLA (GERMAN MEASLES)	Exclude until fully recovered or for at least 4 days after the onset of rash.
SALMONELLA, SHIGELLA	Exclude until diarrhoea ceases.
STREPTOCOCCAL INFECTION (INCLUDING SCARLET FEVER)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
TUBERCULOSIS	Exclude until a medical certificate from an appropriate health authority is received.
WHOOPING COUGH	Exclude the child for 5 days after starting antibiotic treatment.
WORMS (INTESTINAL)	Exclude if diarrhoea present.

If your child is unimmunised according to our records, then they will be excluded until the threat has passed.

Immunisation

From 1 January 2018, children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in child care. The Public Health Act 2010 prevents NSW child care centres from enrolling children unless approved documentation is provided that indicates that the child:

- Is fully immunised for their age
- Has a medical reason not be vaccinated
- Is on a recognised catch up schedule

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Childhood Immunisation Register (ACIR).

Children with medical contraindications or natural immunity for certain diseases will continue to be exempt from the requirements.

Families eligible to receive Child Care Subsidy (CCS) and have children less than 20 years of age, who may not meet the new immunisation requirements, will be notified by Centrelink.

Allergies or Asthma

It is vital that we are aware of any allergies or asthma. Families are required to explain any allergy or asthma on the enrolment form as well as provide us with the diagnosis from the doctor. The Service has a procedure the staff follow to minimise allergic reactions.

The Service requires an Action Plan filled in by your Doctor to assist in managing your child's needs.

Accidents

The Nominated Supervisor will contact parents immediately if a child is involved in a serious accident at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers.

An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed an educator, the Nominated Supervisor and by the parent.

Emergency Drills & Evacuation

Throughout the year the Service will hold emergency drills, which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. An emergency evacuation plan will be displayed in every room.

There are emergency evacuation procedures in place and staff will adhere to these. A copy of these procedures is on display in the childcare room.

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Workplace Health and Safety

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Children's Safety

- ☑ Never leave children unattended in cars while collecting children from the Service.
- ☑ Cars parks are dangerous places for children. Always hold children's hands when arriving and leaving the Service.
- ☑ Never leave a door or gate open.
- ☑ Never leave your children unattended in a room.
- ☑ Children are not permitted into the kitchen and classroom areas.
- ☑ Please do not send to Childcare toys that contain small items such as rings, beaded necklaces, toys containing batteries or soft toys that contain small beads inside them acting as stuffing, as this poses as a choking hazard to all children that participate in our program. If you find that the item is of comfort to your child, please ensure that an alternative for stuffing is replaced with an age appropriate option such as recycled material. We are well resourced within our Childcare centre with age appropriate equipment that caters to a range of age groups throughout the day. We appreciate your support with ensuring that we keep all children safe whilst attending our centre.

Educator Ratio and Qualifications

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Educators will hold First Aid qualifications, have Working with Children Checks completed.

Our Educators are continually evaluating how our curriculum meets the education needs of our children and reflecting on ways to improve children's learning and development. They are encouraged to attend further professional training and development.

For further details on the qualifications of the Educators, please see our Nominated Supervisor.

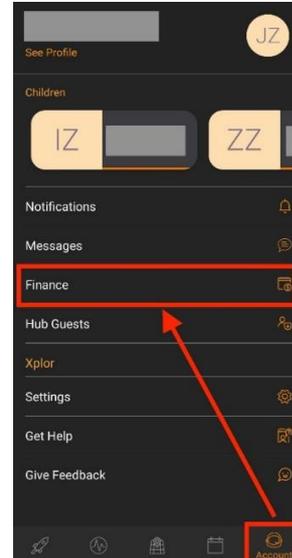
Appendix A

Signing the CWA

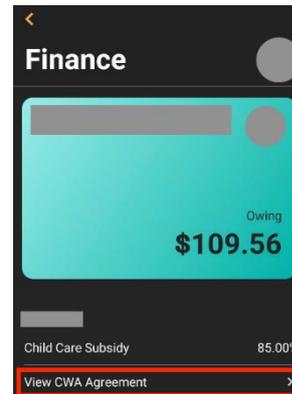
There are **two** ways a CWA can be signed.

Option 1: via the Home App

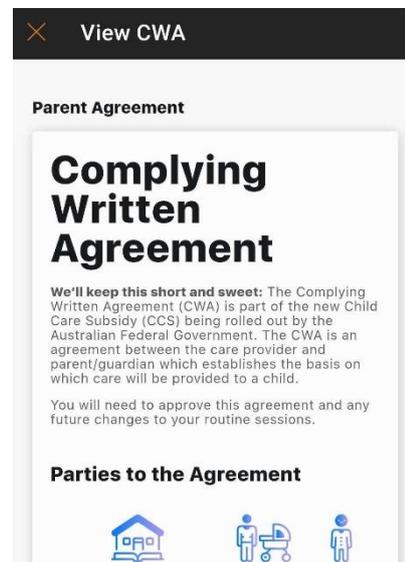
1. Open up the Home App. Click "Account" then "Finance"



2. Click on "View CWA Agreement". If you do not see this button, please reach out to your administrator.



3. The CWA should appear. Click "I Agree". If you dispute the session days or fees, please reach out to your administrator.



Option 2: via Home web (home.myxplor.com)

1. use a computer (not phone or tablet) to use [Google Chrome](https://www.google.com/chrome/) as a web browser
2. Log in to <https://home.myxplor.com/> using the Primary Carer's account. If you do not know who the primary carer is, please ask your centre admin.
3. Select the name of your child from the dashboard.

The screenshot shows the Home web dashboard for Justin Smith. The top navigation bar includes a search bar and a user profile icon labeled 'JZ'. The main content area displays 'Good Morning, Justin Smith' and a profile card for 'John Smith', Earth, 7 Months old. A sidebar on the left lists menu items: Dashboard, Observations, Documentation, Planning, and Children. Below the profile card, there are statistics for Age (7 months), Obs this Month (0), and Next Plan (N/A). At the bottom, there are tabs for Documents, Health, About, and CWAs (Complying Written Agreements).

4. Select **CWAs** on the child's profile.
5. Check through the bookings and the fees. If correct, scroll to the bottom of the page and click 'Accept'.

The screenshot shows the 'Complying Written Agreement' page. The top navigation bar includes a search bar and a user profile icon labeled 'JZ'. The main content area is titled 'Complying Written Agreement' and includes a brief explanation of the CWA. Below this, there is a section for 'Parties to the Agreement' with icons for Service, Parent (Victoria), and Child (DOB: 20th Nov 2017). The 'Routine Sessions' section shows a weekly schedule with a table:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				6:30am - 8:30am, \$126.00		

The 'Fees' section includes a link to view the fee schedule. The 'Declaration' section contains a list of four items to be confirmed by clicking a button. At the bottom of the page, there is a yellow highlighted area with a red box around a button, indicating the 'Accept' button.

Troubleshooting No CWA

- Ensure that the parent/guardian is using a computer to login to <https://home.myxplor.com/>
- Check that the parent/guardian is using [Google Chrome](#) as a web browser.
- Ensure that the service has [released the CWA](#).
- Confirm that the 'Primary Carer' is the same parent/guardian checking the CWA.
- Please check the internet is working on the device by turning the connection off & on again, then logging out and back in again.

If you cannot resolve this issue using these suggestions, please contact [Support](#).

After the CWA is signed, give the system some time for the CCS enrolment to appear in MyGov. This may take up to 48 hours. The steps to confirm the enrolment can be found here: [Confirm your child's enrolment](#).

Please contact the office on office@parkorchards.org.au or on 9876 4381 if you need assistance

Complaints

Any parent or guardian, who has a complaint about the childcare service, may discuss it with the Child Care Coordinator. The Coordinator is available to discuss any concerns regarding child development, safety, health or the daily program.

Hilary Ramadge – Child Care Coordinator

572 Park Road Park Orchards, Victoria, 3134

via email childcare@parkorchards.org.au or on 03 9876 4381

If there is no satisfaction gained, parents are able to speak to the Manager about their concerns. Any formal complaints should be put in writing to the Manager.

Pauline Fyffe – Manager

572 Park Road Park Orchards, Victoria, 3134

via email manager@parkorchards.org.au or on 03 9876 4381

If no satisfactory outcome has been achieved the parent can contact;

Department of Education and Training,

Quality Assessment and Regulation Division,

Eastern metropolitan Region,

Level 3, 295 Springvale Road, Glen Waverly, Victoria, 3150

via email emr.gar@edumail.vic.gov.au or on 1300 651 940

Where the conduct of any person within a children's services Centre causes a complaint to be made to the proprietor concerning the care, protection and safety of any child within the Centre, the proprietor must notify the Director-General of that complaint within 48 hours.

The Children's Services Officer will visit the Centre to investigate the complaint. The Children's Services Advisor will discuss the issues with the proprietor and staff and forward a confidential report to the Director General. The proprietor will be advised if further action is recommended. The Children's Services Officer will also provide a response to the complainant about the outcome of the investigation of the complaint.

All complaints will be treated confidentially.

Appendix B

Setting up Direct Debit for Fee Payment

Fee Payment via direct debit is our preferred option. The default payment period is fortnightly. This is automated via our childcare management software (Xplor - Xpay) and DebitSuccess. You can either complete the *Direct Debit Request – Authorisation Form* (available from the office) or follow the instructions below to setup in your Xplor account.

Parent Set Up

For parents, the process for setting up direct debits is simple:

1. If you're the Primary Carer, sign in to Xplor Home
2. Select Finance from the list of options on the left-hand side of the page
3. Select the Auto Debit Setup tab, at the top of the screen.



Dashboard

Observations

Documentation

Planning

Children

Finance

Finance

Statement **Auto Debit Setup**

Earth
XPay Create Account

First Name john	Middle Name	Last Name Applesseed
Email john@example.com	Phone	Address 1
Address 2	Country	State
Suburb	Postcode	

You warrant, declare and acknowledge that:

1. The information given by you in entering this agreement is correct and will be relied upon by us.
2. You have read this agreement (including the XPay Request and the XPay Terms and Conditions) before accepting them.
3. This agreement (including the Direct Debit Request and the XPay Terms and Conditions) will become binding upon all parties once you have ticked in the "I agree to the terms and conditions" box below and the "Submit Form" button has been clicked."

I agree to the terms and conditions

Upon submission of this form you will be redirected to a secure page where you can add your payment details.

4. Enter your details, tick the check-box and read through the terms and conditions. Click 'Agree' if you'd like to proceed.

I agree to the terms and conditions

Upon submission of this form you will be redirected to a secure page where you can add your payment details.

Submit Form

5. Click on 'Setup Payment Method'

Finance

Statement **Auto Debit Setup**

This account does not have a payment method set. Please click below to setup a payment method.

Setup Payment Method

6. Select either Credit Card or Bank Account



Credit Card Bank Account

7. Enter your details, tick the authorisation check box, then the 'Add details' button and you're all done!

Credit Card Bank Account

Credit card details

Name on card

Card number

Valid To MM / YYYY



I confirm that I have authority over this credit card, and that it can be operated severally.

Appendix C

Online Forms & QR Codes

Additional Collection Authority



Application of
Nappy Cream



Application of
Sunscreen



Appendix D

Useful Resources

The Royal Children’s Hospital Melbourne

[www.rch.org.au/kidsinfo/About Kids Health Information/](http://www.rch.org.au/kidsinfo/About%20Kids%20Health%20Information/)

Asthma Organisation

www.asthma.org.au/about-asthma/triggers/thunderstorm-asthma/

Anglicare

www.anglicarevic.org.au

SunSmart

www.sunsmart.com.au

Emergency Vic

www.emergency.vic.gov.au

Melbourne Pollen Count and Forecast

www.melbournepollen.com.au

Healthy Kids – healthy lunchbox ideas

www.healthy-kids.com.au/parents/packing-a-healthy-lunchbox/the-basics-to-healthy-choices

www.woolworths.com.au/shop/recipes/back-to-school/healthier-lunch-box-ideas

Starting Blocks–Information for parents

ACECQA (Australian Children’s Education and Care Quality Authority)

<https://www.startingblocks.gov.au/>