



Emu

Community
Children's Centre

LEARNING TOGETHER, EVERY DAY.

52 Wheatsheaf Road, Morphett Vale SA 5162

Parent Information Handbook

Centre Director: Kelly Hartley

Phone: 08 8384 8273

Email: info@emuccc.com.au

Account enquiries: admin@emuccc.com.au

Absence text line: 0494 116 901

Updated: January 2026

Welcome to Emu Community Children's Centre Inc.

We work with families to provide high quality and inclusive care for children, aged from 6 weeks to primary school age. We have an open-door policy which means you are welcome to drop into the centre at any time and visit your child.

We are a non-profit organisation and our centre is managed by a committee made up of family members and educators, who share the responsibility for the quality of care we provide.

A copy of our Centre's Philosophy is attached to this handbook.



**Our centre is open Monday to Friday from 6:30am to 6:30pm.
We close for Public Holidays and for 2 weeks over Christmas/New Year.**

Session Times

Full day – 6:30am and 6:30pm

Morning – 6:30am – 12:30pm

Afternoon – 12:30pm – 6:30pm

Enrolment and Visits

Please complete the enrolment forms in as much detail as possible and return them to our front office. Once the forms have been received, we can confirm your child's bookings. Ensure you complete the CRN details, as this will allow us to complete your enrolment and receive Child Care Subsidy on your behalf.

Prior to starting care, we recommend you bring your child for a visit. Children are more settled when they are familiar with their surroundings and the people in them. This provides time for you both to become familiar with the educators, the environment, the routines of the room and to discuss any requirements or practices you use for your child at home. You can book as many visits as you need for yourself and your child to feel comfortable within our centre.

Immunisation History Statements

Children will not be able to attend childcare unless all immunisation requirements are met.

Parents are required to provide a current copy of their child's Immunisation History Statement prior to starting care and also when scheduled immunisations are given. This is available via MyGov and can be provided in hard copy or by email.

Mobile Phones

Please do not use mobile phones while in the centre. If you wish to take photos, please ask your child's educator to take a photo which can be forwarded to you. This measure is in place for child protection.

Access to the centre

Our centre has a locked front door at all times. Families will be supplied with a unique door code to access the centre. Please do not give this code to anyone unless they have been given authority in writing to collect your child. If required, people can ring the doorbell and will be assisted by a staff member. Please note: code will not work before 6:30am or after 6:15pm.

Policies

Our centre's Policy Manual is located in the foyer and is available for all families and staff to access. If you would like a copy of a specific policy, please request with one of our office staff and we can provide a copy or email it to you. If you have any feedback on our policies, this is always welcome.

Updating Information

It is important we have the most up to date information regarding your child and your family. If your details change, please complete a Notification of Change form, available from the front desk or email details to admin@emuccc.com.au.

Meals

We have an onsite cook who prepares nutritious lunches, morning and afternoon teas. We aim to provide a variety of well-balanced meals and snacks and the children will be encouraged to try new foods and eat with their peers. They will never be forced to eat if they choose not to or will be offered an alternative. Please advise us if you are trying foods for the first time or commencing solids. Please let us know if your child has tried eggs and fish.

Please inform us of any special dietary requirements for your child. This can be listed on the enrolment form and on the special dietary sheet (available from the office). This may be for religious/cultural reasons, food intolerance or due to medical conditions. If the special diet is due to medical conditions, (e.g. food allergy/anaphylaxis, celiac, etc.) we will require a Medical Action Plan and a Risk Minimisation Plan to be completed by a Medical Professional before commencing care. The Action Plan is important as it will give our Educators important steps to take if children have a reaction while in care. Life-saving medication (such as EpiPen, Asthma puffer) must be available for your child during every session they attend. This can be left at the centre.

We are always after new ideas for our menu. Please feel free to share meal suggestions or recipes. Weekly menus are displayed in the foyer and in each room.

Rest Periods

If your child has a sleep or rest during the day as a part of their routine, we will continue to implement this. If your child has a particular comforter during sleep time, please bring it with you and make sure it is named. Please discuss your child's needs with the room educators and they will keep you updated on their progress.



What to Bring

Please bring the following items each day, clearly labeled with your child's name.

- A small bag
- Water bottle
- Wide brimmed hat
- Spare clothes (extra clothes if toilet training)
- Jumper/jacket and gumboots for cooler weather
- Any comforter your child may need (please limit to one item per child)
- Disposable nappy to go home in (if your child is in nappies)
- Empty bottles for milk, if required
- Wet bag to send home wet/soiled clothing/shoes

We can supply cow's milk, however if your child is not ready for cow's milk, please bring:

- Bottles with lids, made up with your child's formula or breast milk, or
- Bottles of prepared water with formula measured into a suitable container.

Please ensure you supply adequate bottles for a full session of care and that your child's bottles and lids are clearly labeled.

Please do not bring toys from home (other than those mentioned above). These items may be misplaced and can cause conflict between children. We also have limited space to store additional toys.

What to wear

We recommend that children wear comfortable and practical clothing for play. Children are encouraged to wear smocks during messy play, however they may still get paint and dirt on their clothing, so we recommend you have 'childcare clothes' which can get messy.

Thongs and gum boots are not acceptable footwear as they can be dangerous when children are climbing or running. Gum boots can be placed in your child's bag for outside play in the cooler/wet months.

Sun Safety

Our centre follows a strict sun smart policy, restricting outdoor play in the warmer months to early mornings and late afternoons.

All children and staff are required to wear a wide brimmed or legionnaire hat (covering neck and ears) and a t-shirt which covers the shoulders.

Educators will apply sunscreen (SPF 50+) to children before going outside and reapply on a regular basis.

If your child has sensitive skin, you are welcome to supply a tube of SPF 50+ sunscreen of your choice (clearly labelled with your child's name). Please speak to an educator in your child's room if you wish to supply your own sunscreen.

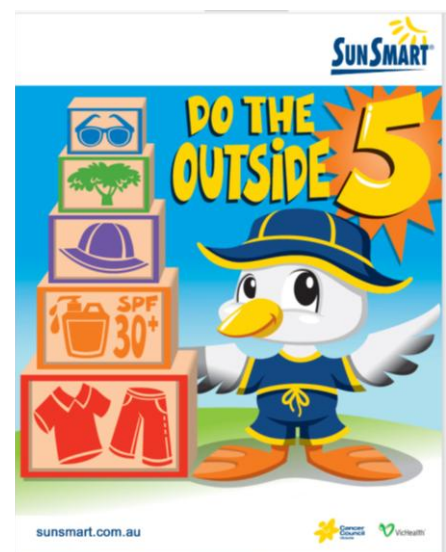


Table of fees		
Session	Session Times	Fee per session
Full Day	6:30am and 6:30pm	\$135.00
Morning Session	6:30am – 12:30pm	\$73.00
Afternoon Session	12:30pm – 6:30pm	\$73.00
Other Fees		
Refundable Bond	1 week's full fees, payable prior to starting care	
Admin Fee	\$30.00, payable prior to starting care	
Casual Care	\$5.00 per session for additional or swapped session	
Overdue Account	\$20.00 per week overdue until account is paid	

Child Care Subsidy

The above fees do not take into consideration any Child Care Subsidy that families may be entitled to. Families should use **MyGov** to check eligibility and lodge a claim. If you require additional assistance or information, please contact Centrelink on 136 150.

You can estimate your gap fee (out of pocket expense once CCS has been paid) by using the calculator at www.startingblocks.gov.au/child-care-subsidy-calculator

Refundable Bond and Admin Fee

Prior to starting care, one week's full fees are required to be paid as a Bond to secure your enrolment. The Bond is refunded to your childcare account when your child finishes care to cover any outstanding fees owing. Any credits to your account will be refunded by bank transfer. A one off \$30 Admin fee also applies and will be invoiced with your Bond.

Casual Care

Casual care (additional/swapped sessions) can be booked, subject to availability. If you require a casual booking, please put your request in writing (forms available from the front office or request can be emailed). Once approved, a \$5.00 fee will be applied to your account.

48 hours' notice of cancellation of a casual day is required or regular fees will apply.

Holidays, Absent Days and Centre Closure

If 2 weeks or more written notice is given for upcoming holidays, the fees will be reduced by 50%. Full fees are payable for any absences where less than 2 weeks' notice is given. There are no discounts for bookings not attended, unless 2 weeks prior notice is provided. Fees charged will be based on sessions booked and **Public Holidays are charged at the regular fee.**

Please put your request in writing (forms available from the front office or request can be emailed).

Fees will not be charged for centre shut down dates over the Christmas/New Years break.

If your child is absent from care and you have not previously advised, please text name and reason to 0494 116 901 or email details to info@emucc.com.au.

If you call the centre before 6:30am or after 6:30pm, or if all of our Educators are busy, you will be asked to leave a message. Please provide your name, reason for call and phone number and we will respond as soon as possible.

Fundraising

As a non-profit organisation, we have fundraising activities throughout the year. All monies raised go straight back into our centre so we can continue to provide the quality equipment and resources your child deserves. If you have any suggestions for fundraising activities, please let us know.

Fundraising costs can be added to your account and paid with your fees or paid in cash.

Invoices

Accounts are processed on a weekly basis, and invoices will be emailed to you. Fees are to be paid by bank transfer, using the bank details below. Payments can be made weekly or fortnightly. If you wish to set up a regular payment, please do this via your online banking.

If you have any difficulty paying your invoice or wish to make arrangements other than weekly or fortnightly, please speak to our Director. An overdue account fee of \$20.00 will be charged for accounts which are not paid by the due date.

An example of an invoice has been attached to this handbook and explains the information provided. If you have any further questions regarding your invoice, please contact our office.

Account Details

NAME: Emu Community Children's Centre Inc

BSB: 015-305

ACCOUNT: 639025022

REFERENCE: Please include your surname

PAY ID: admin@emuccc.com.au



All payment of fees must be paid by electronic banking. This is a Department of Education directive.

Cancellation of care

A minimum of 2 weeks written notice, or payment in lieu of, is required when withdrawing your child. Please note Child Care Subsidy is not available for these two weeks if your child does not attend.

Arrival and Departure

On arrival, please ensure that you leave your child in the care of an educator and sign them in on the attendance sheet. Always say goodbye to your child and the educator on duty. This is important for children not to feel abandoned and can help in the settling process.

Although staff may be present at the centre prior to 6.30am, children may not be left at the centre before the session starts. If your child is booked in for the afternoon session they must not arrive before 12.30pm.

When collecting your child, please ensure that an educator is aware that your child is leaving for the day. Enter the time of departure and sign the attendance sheet. Children are to be collected before the end of their session time (i.e. 12.30pm for the morning session or 6.30pm for the afternoon or day session). A Late Collection Fee of **\$20** for every 10 minutes (or part there of) will be charged if a child is collected after the session has ended.

Authority To Collect

If at any time you are unable to collect your child, please let us know. We will require written authority for anyone collecting your child. This can be completed as part of the enrolment process or authorities can be added as required. Photo identification will be required if educators are not familiar with the person collecting your child.

If there are any issues associated with custody or access you must provide the centre with the relevant documentation. This information will be filed and all educators will be made aware.

Sickness

If your child is sick or has an infectious disease, please keep them home until they have been cleared by a health care professional or they are well enough to attend care. This will aid your child's recovery and help to stop the spread of infection to others. Please advise us if you receive a diagnosis from your Medical Professional, to allow us to track patterns of illnesses.

We have exclusion periods in place for common illnesses (such as high fever, vomiting, diarrhea). Children should be symptom free for at least 24 hours prior to returning to care. If you are unsure, please call the centre for clarification.

In the event of your child becoming unwell whilst in care, an educator will notify you to collect your child. Parents/guardians are expected to collect the unwell child as promptly as possible.



Medication

There may be times when your child requires medication while in care. Medications, including Panadol or other analgesics, cannot be administered unless accompanied by a Medication Plan from a Health Care Professional, with instructions stating why the child requires the medication, the required dosage, the time medication is to be administered and how long to administer (i.e. 3 days). We will not accept instructions saying 'as required' or 'ongoing'.

If your child requires medication while in care, please follow these steps:

- Provide a Medication Authority form, completed and signed by a Health Care Professional.
- Complete a Medication Agreement form with your child's name, the date, time of administration and dosage required. This must be completed each day the medication is required.
- All medication must be in the original container, complete with the pharmacy label attached.
- All medications are to be handed to an educator for safe storage. Never leave medication in your child's bag or add medication to your child's bottle or drinks.

If your child requires ongoing medication, an Action Plan is to be completed by a Health Care Professional and updated every year. If your child requires 'life saving' medication (such as EpiPen or Ventolin), this medication must be available to us at all times while your child is in care. We will also require a Risk Minimisation Plan to be completed. A copy of our Administration Of Authorised Medication policy is available upon request.

Safety and Emergency Procedures

We aim to provide a safe environment for children to explore, grow and have fun. In the event of an accident, first aid will be provided by an educator, who are all certified First Aid providers. An ambulance will be called in the event of an emergency requiring immediate treatment by a medical professional. The centre has limited ambulance cover for children while in care. An Automatic External Defibrillator (AED) is available on site and all staff have been trained in it's use. This will be accessible between 6:30am and 6:30pm, Monday to Friday.

Accidents, injuries or illness will be documented by Educator on an Incident, injury, trauma and Illness record, including details of contact made with parents. Parents will be asked to sign to confirm they have been advised of the accident/injury and can provide comments on this form.

If an emergency or natural disaster occurs, the staff and children will be well practiced in the evacuation/invacuation (lock down) procedure. They will be as far away from harm as possible and cared for by our staff. Parents will be contacted as soon as possible regarding any serious accident or evacuation, resulting in the need to collect their child.

In the event of an evacuation, you may be contacted via our Emergency mobile number. Please save this number in your mobile phone: 0494 116 901. This number can also be used to advise of your child's absence from care.

Our Educators are trained in Red Nose Safe Sleep practices.

Programming

Planning a program for children is a process in which educators design experiences and activities aimed at developing and extending each child's thinking, skills, interests and abilities.

The educators in each room create a developmentally appropriate program with the help of their observations and the feedback they receive from parents. Children with additional needs are also catered for with the help of families and with consultation from supporting agencies.

The program is on display in the room. Our programs are based on the Early Years Learning Framework (EYLF) and accommodate social, physical, emotional, cognitive, communication, language, self-help and creativity needs. The centre's Philosophy, personal information, checklists, individuality and cultural diversity are also taken into account.

Starting in 2026, we will be involved in the Flying Start 3 year old preschool initiative. If you would like more information about this, please see Kelly or Cass.

StoryPark App

StoryPark is an easy-to-use private online service that helps educators, parents and families work together to record, share and extend children's learning. We can capture your child's development by posting photos, videos, stories, moments, notes and responses. Once your child is enrolled, we will send you an invitation via email to join StoryPark.



Transitioning Rooms

Your child should be ready to move up to the Toddler Room at around 2 years of age and the Kindy Room at around 3 years of age. You will be advised by your child's educators at least 2 weeks before this transition is due to occur and your child will be supported with regular visits to the room in the lead up to the move.

We do ask families with children in the Toddler Room to consider toilet training from around 2 ½ years of age to ensure they are ready to move to the Kindy Room, as we do not have change facilities in this room. Please let your child's room educators know when you begin toilet training so we can support your child and show consistency while they are in care.

Celebrations

We will celebrate many special events throughout the year, celebrating different cultural and religious holidays, If you would prefer your child does not participate, please let us know. If you have a special event that your family celebrates, please let us know as we would love to learn more about your cultures and traditions.

Parent Participation

To increase the relevance of the program to you and your child, we encourage parents to provide suggestions and give us feedback. Your comments are valued and appreciated and they are used to further develop the children's programs.

It is important that you notify of any changes to routines and home life that may effect your child, such as separation, death, birth, illness, visitors, toileting, sleeping or child's likes and dislikes. This will ensure that we continue to provide the best possible care in the changing circumstances.

You may wish to participate in the centre by:

- Joining the Management Committee
- Sharing any skills you have with the children (cooking, woodwork, music)
- Helping the centre on working bees
- Sharing your family's culture with the centre

Please see our Director, Kelly, Assistant Director, Cass, or your child's Room Leader if you would like to participate in the centre in any way.

Special Requirements or Additional Support

If your child has any special requirements or additional needs we can accommodate whilst in care, please pass on the information to us. This may include programs you have from other agencies such as Speech Therapy, Occupational Therapy or anything else which is relevant to meeting your child's needs.

It is important to work in partnership with families to ensure we can provide the best care possible for your child.

Early Childhood Education Students

We recognise the importance of the training of Early Childhood Education students, so you will often see students within the centre. Students are asked to identify themselves to families with an introduction notice placed on the door of the room in which they are training.

Families may be asked to assist students by allowing them to use their child as a focus of their studies. This will not occur without written permission from the family.

Students may need photographic proof as part of their studies. All photographs of children will only be taken on centre approved devices and shared with permission from parents. Where possible, photos will be taken in a way that children are not identifiable.

Students are not counted in the overall staffing ratios of the centre and will not be left unsupervised with the children. All students attending the centre will have completed a Working With Children Check.

Questions, Complaints and Grievances

If at any time you have a concern, please discuss this with us. You may wish to talk to your child's educators, Room Leader, the Director or the Assistant Director or you can put your concern in writing to the Director at info@emucccc.com.au. By bringing issues to our attention, you are helping us to provide ongoing quality care for all families. Confidentiality will be maintained at all times. For more information, please refer to the Parental Grievance Policy, located in the policy folder.

If you have any questions regarding your child's bookings or account, please phone us on 8384 8273 or email admin@emuccc.com.au.

For more information we recommend the following websites:

Services Australia	servicesaustralia.gov.au
Parenting SA	parenting.sa.gov.au
Child and Family Health Services	cafhs.sa.gov.au
Starting Blocks	startingblocks.gov.au
Raising Children	raisingchildren.net.au
Care for Kids	careforkids.com.au

Philosophy

National Regulations

Regs	72	Policies, Procedures and Programs	Aim
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To work side by side with families to provide high quality and inclusive care for all families within our wider community. Every child will be provided with opportunities to be a part of and be engaged in positive experiences. We will support this through providing a fun, secure and inspiring environment to meet the needs of the children and their families.

Implementation

For the Children

We believe that all children have the right to be valued and respected as unique individuals and to be given the opportunity to reach their full potential. We believe that the community is important, and that our centre will provide a great place for children, families and educators to be.

For children to learn, grow and develop, they need to feel safe and secure within their environment. In providing a child-centered environment, children are given freedom of choice.

For the Educators

By providing a work environment where all educators feel respected, valued, supported, consulted, and informed, they will work to the best of their abilities.

Educators will provide programs for all age groups that will foster many varied learning opportunities. The program will be child-centered and focus on what the children are currently learning and practicing and it will relate to the needs and interests of each child.

For the Families

Caregivers are the most important people in a child's life and are the primary source of information about their children. We encourage strong communication between educators and families; together we can achieve the highest level of care.

We strive to develop a sense of community within the centre and maintain an atmosphere in which all children, families and educators feel accepted and valued.

“Play provides opportunities for children to learn as they discover, create, improvise and imagine. When children play with other children they create social groups, test out ideas, challenge each other's thinking and build new understandings. Play provides a supportive environment where children can ask questions, solve problems and engage in critical thinking (EYLF)”

This statement reflects current teaching; that play facilitates, supports and extends children's learning and development, and that adults play a pivotal role in extending this learning.

Sources:

Education and Care Services National Regulations 2011, National Quality Standards, Early Years Learning Framework, Early Childhood Australia Code of Ethics, Our Code of Ethics.

This policy will be reviewed annually by Management, Employees, Families and Interested Parties.

SAMPLE INVOICE PAGE 1

Tax Invoice

Emu Community Children's Centre Inc.
52 Wheatsheaf Road, Morphett Vale SA 5162, AU
08 8384 8273
Email: info@emuccc.com.au
ABN: 60 579 813 712

Invoice No.:
Statement of: **Fees and Entitlements**
For the Period: **5/05/25 thru 11/05/25**

Bank Details:
Account Name: **Emu Children's Centre**
Account BSB: **015305**
Account No.: **6390 25022**

To: **PARENT'S NAME**
ADDRESS 1
ADDRESS 2

④	Opening Balance:			\$92.92
⑤	Child Care Fees:	Amount		
	11/05/25 Child Care - CHILD'S NAME	\$390.00		
			Total Fees:	\$390.00
⑥	Subsidies:	Amount		
	11/05/25 CCS Payment - CHILD'S NAME	\$(296.51)		
			Total Subsidies:	\$(296.51)
⑦	Other Miscellaneous Charges/Credits:	Amount	GST	
	5/05/25 Mother's Day lucky squares	\$20.00		
		Total GST:	\$0.00	Total Other (Incl. GST): \$20.00
⑧	Receipts and Payments:	Amount		
	6/05/25 Receipt -	\$(100.00)		
			Total Receipts/Payments:	\$(100.00)
⑩	Bond: \$390.00 Paid: \$390.00 Owing: \$0.00			⑨
			Closing Balance:	\$106.41

	Booking Details:	Start-Finish	Absence	Charge	Fee
⑪	CHILD	Mon May-05 7:00 AM - 4:30 PM		Day P/T	\$130.00
	CHILD	Tue May-06 7:00 AM - 4:30 PM		Day P/T	\$130.00
	CHILD	Wed May-07 7:00 AM - 4:30 PM		Day P/T	\$130.00

	CCS Entitlements as at: 20-05-2025	Enrolment ID	Reduction	Withheld	Hrs per Fortnight
⑫	CHILD	EBC1234567	80.00%	5.00%	100.00

Invoice Details

1. Date of invoice – Monday to Sunday of week invoice includes.
2. Parent name and address.
3. Bank details for payment of account.
4. Opening balance – any balance carried over from previous week's invoice.
5. Child care fees – full fees charged for the week.
6. Subsidies – Child Care Subsidy (CCS) paid by Services Australia.
7. Other Miscellaneous – may include fundraising, casual booking fees etc.
8. Receipts/payments – payments made to the account.
9. Closing balance – the amount owing. Any balance in brackets is a credit balance.
10. Bond – the amount held as Bond which is refunded when care is cancelled.
11. Booking details – sessions booked and the fee per session.
12. CCS Entitlement – the eligible percentage of CCS and the hours per fortnight.

SAMPLE INVOICE PAGE 2

Statement of Entitlements

Statement Period From: **Mon: 05/05/2025**
To: **Sun: 11/05/2025**

Service: **Emu Community Children's Centre Inc. (190012162V)**
 Provider: **Emu Community Children's Centre Inc (190004319X)**
 Provider ABN: **60579813712**

Issued To: *PARENT'S NAME*

Date of Issue: **Tue: 20/05/2025**

Being entitlements for child care as detailed below:

Child Name: <i>CHILD'S NAME</i>		Enrolment ID: E80					
Week Period	(14) YTD Absences up to 42	Initially Submitted	Processing Status				
05/05/2025 - 11/05/2025	3	12/05/2025 8:55 AM	Processed				
Sessions	Charge	Hrly Charge	Absent	Educator Name	Duration		
Mon: 6:30 AM - Mon: 6:30 PM	\$130.00	\$10.83	No		12:00		
Tue: 6:30 AM - Tue: 6:30 PM	\$130.00	\$10.83	No		12:00		
Wed: 6:30 AM - Wed: 6:30 PM	\$130.00	\$10.83	No		12:00		
Entitlements	Amount	Type	Payment to	Reason	Duration		
Mon: 6:30 AM - Mon: 6:30 PM	\$98.84	CCS	Service		12:00		
Tue: 6:30 AM - Tue: 6:30 PM	\$98.84	CCS	Service		12:00		
Wed: 6:30 AM - Wed: 6:30 PM	\$98.84	CCS	Service		12:00		
Attendances					Duration		
Mon: 7:20 AM - Mon: 4:50 PM					9:30		
Tue: 7:20 AM - Tue: 5:00 PM					9:40		
Wed: 7:10 AM - Wed: 5:00 PM					9:50		
Week Totals	Sessions Charged	Entitlements	Absences	Sessions Duration	Entitlements Duration	Attendances Duration	Preschool Entitlements Duration
05/05/2025 - 11/05/2025	\$390.00	\$296.51	0	36:00	36:00	29:00	0:00

13. Statement of Entitlements shows details of the sessions, entitlements and attendances for the week, including full fee charged and CCS paid per session.
14. Year to date absences – allowable absences of 42 days per financial year.

Orientation Evaluation Form

We would really appreciate your feedback on our orientation process for families. Please complete the following questions and return to our front office.

Were you shown around the centre? Yes/No

If yes what areas were you shown?

If no why?

Were you introduced to the staff in the room which your child will be entering? Yes/No

Were you shown the program, menus, sleeping arrangements etc.?

Were you informed about accounts and fees? Yes/No

Were you told about Child Care Subsidy and how to claim it?

Have you got any suggestions on how we can improve the orientation process for families or any other feedback?
