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[www.smallfriendsplayschool.com.au](http://www.smallfriendsplayschool.com.au)

Morning session      8:30am to 11:30am  
Afternoon session    12:30pm to 3:30pm  
Full Day session      8.00am to 4.15pm  
                                  (Anytime in-between)

Small Friends Playschool offers an educational based program in a warm and caring environment.

We are open Monday to Friday, 49 weeks of the year and closed public holidays.

We would like to welcome you and hope your families time with us at playschool will be a happy and fulfilling experience.

## **PHILOSOPHY OF SMALL FRIENDS PLAYSCHOOL**

*For a child, play actually is work and work is play (Lindburgh and Swedlar R 19855)*

We believe that children need a secure, safe, imaginative environment where they can extend their skills through the care and guidance of staff and parents working together.

Children need to learn with a program that allows them to develop at their own pace increasing their self-esteem and knowledge.

Using their senses and by doing, children will develop their social/emotional, cognitive, physical and creative skills with us.

Our playschool will give them the chance to express, imagine, discover, and think for themselves as individuals.

Their time with us will be full, fun and happy.

## **BOOKING REQUIREMENTS**

In preparation for your first day complete the online enrolment form that we will email to you after your visit with us. In addition to this completed form we will require

- ***Immunisation Record***

You child must be fully immunised to attend. We require a copy of their Australian immunisation summary (AIS) which can be accessed from the MyGov website under the Medicare tab. This is a regulation requirement. AIS must read as Up To Date to access our service,

- ***Birth certificate***

We require to sight the child's birth certificate to secure enrolment.

- ***Medical details***

If your child has any medical requirements, we ask that you bring any supporting documents for our reference so that we can best care for your child.

- ***Ratio***

We require you to agree that you understand the ratio of our service and mixed family set up of the classroom.

## **FEE & PAYMENT INFORMATION**

Fees for our half-day session in 2023: \$58.00 reducing with subsidy.

AM: 8.30-11.30am PM: 12.30-3.30pm

Fees for our full-day session: \$116.00 reducing with subsidy.

Administration fee: \$100.00 (non-refundable). \*This fee is payable on acceptance of a position.

## **XPLOR**

Upon enrolment you will receive an invitation email from Xplor. This is the software program we use to manage our direct debits, bookings and enrolments.

Sometimes it is easier to set your account up via the website rather than app, particularly if you have used Xplor before at a previous day-care and need to link your accounts. Help can be found at the below link.

<https://support.ourxplor.com/hc/en-us/articles/900000777683-New-Parent-Guardian-Set-Up->

Xplor has lots of features but here at Small Friends Playschool we only use the payment and enrolment facilities.

## **CHILD CARE SUBSIDY**

Through Services Australia, eligible families can apply for Child Care Subsidy. If you have not claimed for your child in the past and wish to, you will need to submit a new application direct to Centrelink.

For any queries regarding claiming CCS please contact Centrelink on 136150.

If you are unsure about your family's eligibility, please visit Services Australia Website

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

Once you have notification from Centrelink that your application has been approved you will need to do 3 things to begin claiming with us:

1. Provide us with the CRN of the parent who is claiming the subsidy and your child's CRN.
2. Log onto Xplor and accept the CWA (complied written agreement)
3. After accepting the CWA on Xplor, log onto MyGov – Medicare – Child Care Subsidy and confirm your child's enrolment.

Your subsidy is paid direct to us and you will be required to pay the gap. Sometimes this can take a few weeks to show on your statement particularly at the beginning of care. Centrelink do at times need you to your update details/ activity/ tax/ child's immunisation status to continue eligibly and receiving payments.

Claims can only be backdated 28 days.

## **PAYMENT OF FEES**

Fees are to be paid in advance to maintain your child's position. Statements / account balances are available direct on Xplor at any time. You can find this information under the finance tab.

### ***METHODS OF PAYMENT***

***Direct Debit***– Service provided by Debit Success

To set up your direct debits go to the finance tab on Xplor, please nominate and input your bank / credit card details and agree to the T&C's. To set up a payment plan (ie weekly, fortnightly, monthly and a nominated amount) please email us at [admin@smallfriendsplayschool.com.au](mailto:admin@smallfriendsplayschool.com.au). (Note Debit Success charge a \$2.20 set up fee and a transaction fee for each payment of 88c, default payment fee is \$19.95).

***Pay Now***- This option is available direct through Xplor. You can make a payment at any time for any amount, and it will be reflected on your statement instantly.

For help with setting up your direct debit account or understanding your statement on Xplor please click on this link:

<https://support.ourxplor.com/hc/en-us/categories/203542608-Home-Parent->

***Direct Deposit*** –deposit direct to us from your bank account. Our bank details are:

**Kiwi Mummy PTY LTD**  
**BSB: 063177 Acc: 10293579**

## **BOOKING DETAILS**

### ***Session Summary***

Session summary can be found on your statement which is available at any time via the Xplor app or Website. It will list the sessions, fees, subsidy paid and attendance records for your child.

### ***Finishing your enrolment***

A minimum of two weeks' notice must be given prior to withdrawal. Please note, should you not attend on your last session you will not be eligible for any CCS. You will receive an end of care letter confirming your last day.

### ***Holiday Closure***

We are closed public holidays. Public holidays that fall on a Monday will be charged at a half fee. Public holidays that fall on any other day of the week other than Monday will be charged at a full fee.

Small Friends Playschool will be closed for a maximum of four weeks in December/January school holidays. Notification of closure dates will be emailed at the beginning of term 4. You will not be charged over this period.

If your child is on holidays, unwell or unable to attend for any reason, payment is still required. We ask you to contact us via phone to inform us if your child is absent for your session.

### ***Help!***

If at any time you are unable to pay your fees, please discuss with our Administration officer. You can be assured that any discussion will be confidential. Please come and see us before it becomes a problem so we can assist.

## **SETTLING**

It is very natural for parents to feel a little anxious on your child's first day.

On arrival, please ring the bell, come inside and assist your child to find hook to hang their belongings on. Open their water bottle and place on the shelf above their backpack. This will allow them to know where their belongings are and develop ownership of the house.

We do settle each child differently. We will ask your child to attend a welcome session, then a am session and a pm session before looking at full day enrolment. The speed which this will occur will depend on your child's ability to settle into our family. If your child has been in care before or had a sibling with us previously, please note that the same process will take place. We may even ask you to attend another day, or session as part of the settling process. We know that by welcoming your child this way, it will help when you would like to increase your enrolment and flexibility you may require for care down the track.

Please return promptly at the required time.



## **WHAT TO BRING TO EACH SESSION?**

- A bag with name clearly marked
- 2 changes of clothes included.
- A piece of fruit (to be placed in the fruit basket on arrival).
- A water bottle with child's name that is easy to open for them.
- Shoes in case the bees are playing too!
- Lunchbox (for children attending full day) with a lid that can sit under it.

We supply hats for outside play. Please label all your child's belongings.

## **ARRIVAL AND DEPARTURE**

On arrival, please ensure your child has sunscreen and or mosquito repellent if required. The lead educator greeting families at the door will assist with the and signing in and signing out on Xplor records.

If you could aim to arrive 5 minutes early on collection, it will save your child being the 'lucky last' as sometimes they get distressed and think you are not coming. They also often want to show you something from their day and this gives you time to participate with them. If an emergency happens and you require our assistance, please call and let us know that you or another emergency contact is on your way.

## **ROUTINE:**

<b>8am</b>	<b>Small Friends opens</b>
<b>8:30am</b>	<b>AM session arrival (Play/3yr program/morning tea)</b>
<b>11:25am</b>	<b>AM session departs</b>
<b>11:30am</b>	<b>Lunchtime</b>
<b>11:50am</b>	<b>Rest Period (30 minutes)</b>
<b>12:30pm</b>	<b>PM session arrival (Play/3yr program/afternoon tea)</b>
<b>3:25pm</b>	<b>PM session departs</b>
<b>4:10pm</b>	<b>Final collection</b>
<b>4:15pm</b>	<b>Small Friends closes</b>

## **SESSION PROGRAM**

The activities will be varied and interesting corresponding to each child's developmental level. There will be learning centres where the children decide what to make and do! In our program there is no 'right way' for a child to produce a piece of work and they will be encouraged to decide for themselves what the finished piece will look like. Role-play is a major focus as this is where language and social and creative learning through play is best developed. The outside play area is a large learning centre where all their developmental skills are planned for. There is a quiet area for reflections and exploration with plants for smell and animals for touch and comfort.

## **NQF**

Small Friends Playschool is registered with the National Quality Framework. To find out more about the NQF and how it affects you and your child, visit the Australian Children's Education and Quality Authority (ACECQA) website – [www.acecqa.gov.au/families](http://www.acecqa.gov.au/families)

### **3-YEAR-OLD KINDY PROGRAM**

During second term we start the 3-year-old program for all children due to attend government 4-year-old kindy the following year.

We ask you to purchase a scrapbook with your child to keep at home. Each week work will come home for you both to glue in. Together inside the book. The program prepares their skills for listening and following instructions. As with all our activities their work will be creative and open ended. The children can proudly show their work to family, friends, and other visitors at home.

### **NAPS AND TOILETING**

For your child's basic needs, we will work with you at what stage your child is at developmentally.

Over the settling period we will discuss the need of your child including if they require naps, nappies (please bring) and any settling or comforters they may require throughout their day.

## **MEALTIME**

At snack time we and the children will prepare the fruit provided by yourselves. We provide water to drink as it contains no added flavour, sugar or colours and its consumption also supports our dental health programme. If any child has special needs concerning food for health, cultural or religious considerations please notify us.

Please provide a cut lunch for children who attend for a full day. Some suggestions for a cut lunch are – wholemeal breads, salad items, fruit, yoghurt, eggs, cold meats, dried fruits, muesli bars, cheese, and water bottles.

The lunch containers should be clearly named and passed through the shapes onto the kitchen bench for a teacher to put in the fridge. Please use lunch boxes where the container can fit on the lid – all food should fit in the lunchbox.

## **YOUR CHILD**

We will ask you to complete a profile to help us get to know your child. This will give us an insight into your child's development, interests and needs with us.

## **YOUR FAMILY**

After your child is settled there are ways for you to contribute to our program.

Ideas from home for our learning centres.

- Parents are encouraged to participate in incursions and join in activities when dropping off or picking up their children.
- We always welcome any suggestion you may have; these can be placed in the letterbox.
- If you can cook, play a musical instrument, dance or if there is any other interest, hobby or talent you would like to share please speak to us.
- Culture – if you would like to share with us a part of your culture, please let us know.
- We always appreciate any paper, computer paper, architects' paper, small boxes for collage, old Christmas or Birthday cards, or any other items you feel the children would have fun with their art.
- If it is your child's birthday, you are welcome to bring in a cake or biscuits so that we can celebrate with them.

## **OUR COMMUNITY**

We will be encouraging members of the community to visit our Playschool, linking with our programme. If you have any suggestions or can volunteer your time, please let us know.

When an external outing is planned, parents need to attend and be responsible for their family. You will hear about these in our term newsletters and planners.

## **KEEPING YOUR TREASURE SAFE**

### ***Fire and Emergency Evacuation***

In the event of an emergency that requires evacuation, please remain calm, our priority is the safety of the children.

Children are moved into a single group. All play and toilet areas are checked; children are counted and with all educators, are moved to a safe evacuation area. Educators will bring records. Emergency Services and parents are notified. If you are in the building at the time of a fire drill or any emergency, you must evacuate the building with the educators and children.

### ***Medication***

All medications must be handed to the lead educator. Parents will be required to complete a Medical Authority Form for medicines to be administered.

The child's name must be printed on the label of the medication. Medications or treatments (such as eye drops, ointments etc.) which have been prescribed for an adult or another child or do not have any packaging or instructions will not be administered.



## ***Illness and Injury***

Parents are required to keep infectious children at home. Families will be informed if there is any disease concerns regarding health of others in the centre.

Parents will be contacted if children are unwell and will be asked to collect their child.

In the case of a child becoming ill or seriously injured at the Playschool, every effort will be made to contact the parent or emergency contact person. The educator in charge has the prerogative to call an ambulance in the case of an emergency and the cost will be borne by the parents.

For minor accidents, the parent or person authorised to collect the child will be notified when the child is picked up and asked to sign our accident report form.

## ***Hygiene***

The educators encourage the children to follow simple rules of hygiene by promoting children's hand washing, care when eating and drinking and other basic rules of cleanliness.

Small Friends Playschool is cleaned and disinfected daily.

## ***Behaviour***

We aim to foster sociably acceptable behaviour by using a positive approach. Children are made aware of the basic rules that ensure the happiness and well-being of all the children at Playschool.

We will contact you and discuss behavioural strategies with you via phone if we have any concerns or require your support.

We offer home visits for support and strategies, please talk with us, we are here to help.

## **CENTRE COMMUNICATION**

We have a Notice Board above the Bag Area and by the front door on which we will often relay information e.g. What we are talking about with the children, events coming up. Term planners and newsletters will be emailed to all families and hardcopies displayed here.

Throughout your time with us, we will email you upcoming changes in routine or events that you are invited too. Please keep your email details up to date with us to ensure you receive this.

We also have Facebook and Instagram that we regularly update with photos. Please note by accepting the photo and video permissions on enrolment these images could be used on our social media.

If at any time you are concerned about your child or any matter relating to the centre, please feel free to make an appointment and speak with us. You are always welcome.

We are grateful to be a very important part of your child's early childhood.