



Blooming Stars

Child Care & Kinder

Nurturing Every Child To Shine

Parent Handbook

Version 3 – 07-07-2025

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Blooming Stars acknowledges the traditional peoples and their continued connections to country and culture throughout Australia.

We pay our respect to these diverse communities and to Elders both past and present.



“Children are not things to be molded but are people to be unfolded.” ~ Jess Lair

- Means, we early childhood educators are the foundation layers for tomorrow's Better and Peaceful World.

Welcome to Blooming Stars!

We thank you for choosing the right place for your child's best care and education.

Our doors are always open.

Families are welcome to visit us at any time.

1. About Blooming Stars

“Our goal is nurturing every child to shine”

At **Blooming Stars Child Care Centre**, we are committed to providing exceptional care and education for children in our community. Our focus is on supporting each child’s growth and development in a nurturing, safe, and inclusive environment that inspires creativity, curiosity, motivation, and a lifelong love for learning.

We offer Long Day Care and Pre-School Care throughout the year, operating Monday to Friday from 7:00 am to 6:00 pm (excluding public holidays). Our centre accommodates up to 27 children, with a dedicated team of educators who strive to help every child shine in their unique way.

Our play-based curriculum is thoughtfully designed to meet the physical, emotional, social, and cognitive needs of every child. Through exploration, problem-solving, and critical thinking, we encourage children to develop as confident and capable learners.

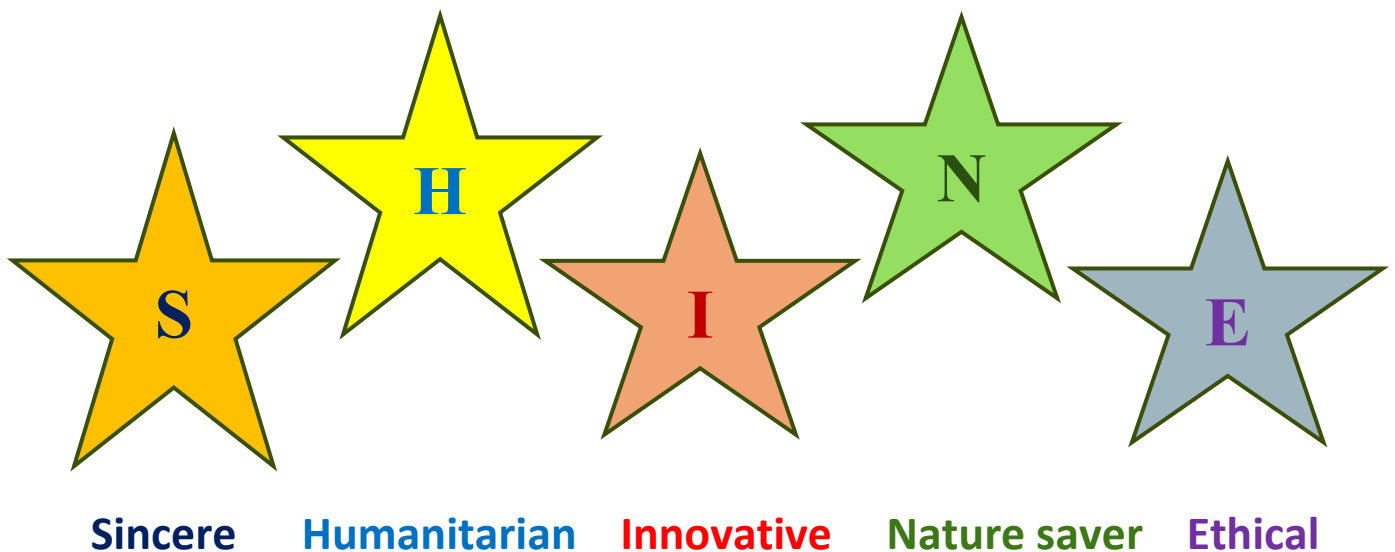
Our educators are passionate professionals trained in early childhood education, committed to delivering high-quality learning experiences for your child.

Our Vision:

To foster discipline, kindness, humanity, and inclusivity in children, supporting their physical, emotional, cognitive, and social development to create a sustainable future for the community, and to support the families and community in all the possible ways.

Our Mission:

By the time children leave our centre at age five, they embody the values of **SHINE**:



2. Our services

Our curriculum is aligned with the Australian Government-approved Early Years Learning Framework for children aged 0-5 years.

We use play-based learning approaches to engage children's interests and encourage active participation. Our programs incorporate diverse cultural perspectives, ensuring every child feels recognized and develops a strong sense of identity and belonging.

We welcome family feedback and encourage participation in developing and implementing our educational programs. Our holistic approach supports Aboriginal communities and reflects our commitment to inclusivity and cultural sensitivity.

Our educators are selected based on their education, training, cultural awareness, and unique qualities. We value their expertise and promote autonomy in teaching practices.

3. Fees, Childcare Subsidy and attendance

Our Fee Policy outlines details regarding fees, Child Care Subsidy (CCS), bond requirements, notice periods, holiday discounts, and attendance. The Fee policy (Policy No.18 – updated on 07/07/2025) is attached herewith this document

4. Communication with parents

We use OWNA software to streamline communication. Parents can view and manage service information, communicate with educators, and stay updated on their child's activities. A Parent Cheat Sheet for OWNA is also attached herewith.

In addition, we use the following communication methods:

- Emails
- Phone calls
- Text messages
- Face-to-face meetings
- Quarterly parent meetings

We also gather information from parents during daily drop-off and pick-up times.

5. Enrolment process

Prior to your child commencing at our service, you'll be required to complete the enrolment form electronically through OWNA.

As part of the enrolment, you will need to upload copies of your child's birth certificate, immunization status report and a photograph of your child.

Your banking details or credit card details will be required by OWNA to be able to process the direct debit.

Moreover, if you would like to get your child picked up or dropped off the child by someone else in your absence, you will be required to nominate the particular person as part of the enrolment form.

Please note that in case you want to update any of the information recorded in the Enrolment form, you will be able to update them through OWNA.

Once we receive the enrolment form, we will review it and if all the information is available, we will complete the enrolment. We will send you an invite to OWNA link by email, so that you will be able to create your Username and Password as well as a PIN code to sign in and out the child in our Centre.

The next step is that we enroll your child for Child Care Subsidy (CCS) payments in OWNA. Then, we will ask you to go to your MyGov account and confirm the CCS enrolment with us. Please note that you will need to contact the Centrelink prior to enrolment for registering your child for CCS eligibility. This process itself might take up to 6 weeks. Thus, we encourage you to contact as soon as possible.

You will be still able to enroll the child with us even if your CCS is yet to be approved. However, you will be required to pay us in full until the CCS

eligibility is approved. Centrelink usually back date the previous payments up to 28 days.

6. Orientation days

We offer two orientation sessions in the week before your child's start date. Each session of orientation lasts for two hours. Generally, you do not need to bring anything with you on the orientation days, as everything will be provided by the center. We will ask you to leave your child with us and come back after 1 or 2 hours, so that your child can explore and adjust to the environment and get familiar with educators in your absence.

7. First day

We will provide your child with food, snacks, nappies and a complimentary water bottle.

What you need to bring is just spare clothes and if there is any medication requirement.

We recommend a quick and confident goodbye at drop-off to help your child adjust. For the first few days, a shorter stay may ease the transition if feasible.

We look forward to partnering with you to nurture your child's growth and development at Blooming Stars Child Care Centre!

And we once again thank you for choosing Blooming Stars as the right place for your child's care and early education.

8. Fee Policy – Attached

9. OWNA Parent Cheat sheet – Attached

Fee Policy

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP

Background

Our service has a commitment to ensuring our fees are as affordable as possible and that all families have access to any subsidies that are available to reduce these fees. The setting and payment of fees takes into account of all requirements of the Education and Care Services National Regulations, Australian Tax Office, Privacy Act and the guidelines contained within the Childcare Provider Handbook.

All records held at the service will be maintained in accordance with the service Confidentiality and Privacy Policy. Families will be provided with accurate fees statements and clear information regarding fee payment processes.

Policy

Blooming Stars Child Care Centre sets fees in accordance with our annual budget to maintain a quality service for children and families. We aim to provide a program that is affordable and accessible to the families in our community.

The service uses OWNA software, which is designed to process bookings, attendances and produce statements for families.

The service will provide relevant information to families when it becomes available, but families are responsible for liaising with the Family Assistance Office (Centrelink). The service is unable to communicate with the FAO regarding details of their CCS.

Management will communicate with families about the payment of fees, and management of debts to the service. Management reserves the right to make fee increments anytime according to the Centre's requirement

Scope

- Educators and Management
Families
- Parent/Guardians
Government Services

Relationship

Regulation 168

NQF Standard- 7.3

Payments

- We prefer fees to be paid fortnightly in advance, however they can be paid fortnightly or monthly in advance
- It is preferable that fees are paid fortnightly by direct debit, however fees can be paid by Net banking or EFTPOS.
- Invoices will be issued fortnightly in advance and moneys will be processed/collected on the following day (direct debits are credited instantly).

Our sessional fees

Hours	Amount
Less than 10 hours	\$140
10 hours sessions	\$140
More than 10 hours session	\$155
Casual day booking (If available)	\$150

We accept casual day booking if we have vacancies and staff availability for ratio on the day. The casual day booking will cost an extra \$10 per day on top of the regular sessional fees.

Payment of Fees

- Fees are payable from the agreed commencement date and must be paid two weeks in advance.
- Parents fill in the direct debit form in the App OWNA. The fees will be deducted from their nominated bank account or credit card (extra surcharge will be applied by OWNA) in advance on each second Monday.

Bond

If the commencement date is after 4 weeks, parents/guardians will be required to pay a non-refundable bond equivalent to two weeks of full fees. If the child does not start on the specified date of commencement, the bond amount will be forfeited. However, if the child starts on the specified date of commencement, the bond amount will be credited into your account and will be used against your out-of-pocket payments.

Holiday discount fees

It is required that families give us enough notice before taking holiday leaves; we offer holidays discount as per below table. The child spot will obviously be secured until they come back from holidays.

Holiday duration	Discount percentage	Notice given by families
1 - 2 weeks of holidays	15%	At least TWO weeks before the holiday starts
Between 2 to 4 weeks of holidays	20%	At least TWO weeks before the holiday starts
More than 4 weeks of holidays	25%	At least FOUR weeks before the holiday starts

Childcare Subsidy

The Childcare Subsidy is a payment to help families with the cost of childcare, childcare subsidy will be paid directly to the service to reduce the fees you pay to claim you must have a MYGOV account that is linked to Centrelink if families are unable to claim online you can call the families line via 136150.

- Our service will comply with the Australian Government requirements to be an approved education and care service for the purposes of Childcare Subsidy (CCS), reporting requirements and any other requirements for claiming and administering CCS will be maintained by the service.
- It is the enrolling parent/guardian's responsibility to register for CCS through their MyGOV account, provide their projected annual income, activity levels and the name of our service. < All fees are charged at the full rate. Each family's eligibility for CCS is then calculated and the service is then forwarded these funds. Deductions may then be made to each individual family's accounts
- Any changes in a family's financial circumstances may result in changes or cancellation of CCS. It is the family's responsibility to keep their details on MyGov current and contact the Centrelink office if they wish to dispute assessments or discuss it further.
- Families will only be eligible for CCS if childcare attendance records are accurately completed and signed by the parent/guardian or other responsible adult, and other eligibility requirements are met.
- Families are entitled to 42 absence days for each registered child in each financial year. CCS is paid for these days provided that the child would normally have attended on that day, and fees have been charged.
- Additional absences can be claimed when the first 42 days have been used. Supporting documentation may be required for approval of additional absences.

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- All documentation pertaining to CCS will be kept for the specified period of time and made available to Australian Government Officers on request.
 - Centrelink typically does not provide Childcare Subsidy (CCS) for absences before your child physically attends or after their last day of attendance unless you have an approved reason. For more information, please refer to the Centrelink website. During these days, you will be required to pay the full fees.

Gap Fee Collection and Monitoring

In compliance with the **Family Assistance Law** and our responsibilities as an Approved Provider, the Centre ensures that all **gap fees** (the parent/guardian contribution after Child Care Subsidy is applied) are collected, monitored, and documented appropriately.

1. Who checks that the gap fee has been collected

- The Nominated Supervisor and/or the Accounts/Administration Officer are responsible for checking that gap fees are collected in line with each family's enrolment agreement and Fee Policy, and provide necessary report to the Person with Management or Control (PMC)
- Final oversight, initiating necessary action and directing the NS appropriately rest with the PMC of the **Approved Provider**, who ensures compliance with legislative obligations.

2. What types of checks are undertaken

- **Fortnightly reconciliation** of parent accounts against fee payments.
- **Cross-checking** with the Child Care Subsidy (CCS) statements to ensure correct parent gap fee is charged.
- **Review of outstanding balances** through the childcare management system (CCMS/third-party software).
- **Audit checks** conducted monthly by the Nominated Supervisor or PMC of the Approved Provider to verify accuracy.

3. How the checks are documented and recorded

- Records of all reconciliations and fee checks are maintained in the childcare management system (OWNA).
- Copies of outstanding account reports and reconciliation notes are securely stored electronically in OWNA.
- The communication emails of any identified discrepancies and follow-up actions are stored in the email data base for transparency and compliance.

4. Steps which will be taken if the gap fees are not paid (Late Payment / Overdue Fees)

- **Step 1 – Reminder:** A polite written reminder (email/letter/SMS) will be issued within 7 days of non-payment.
- **Step 2 – Follow-up:** A direct phone call or meeting with the family to discuss the overdue balance and offer a payment plan if hardship is identified.
- **Step 3 – Formal Notice:** A written overdue account notice, with a clear timeframe for payment.
- **Step 4 – Suspension/Withdrawal:** If fees remain unpaid and no agreement is reached, the child's enrolment may be suspended or terminated in line with the Enrolment Agreement.
- **Step 5 – Recovery Action:** Where necessary, outstanding fees may be referred to debt collection services.

Parents failing to pay their account will have a **\$2.50 late fee** automatically added to their OWNA account each fortnight. If the outstanding account is still not paid within seven days, the account is forwarded to the family declaring the unpaid fees. Additionally, we will be requesting the family's cooperation to develop a written payment plan.

Without action of either payment or a payment plan being drawn up the family's booking being reduced to half. If a further seven days elapse and full payment of outstanding fees has not been received the booking is cancelled completely and the account forwarded to our debt collection agency.

Families who avoid entering payment plans and do not respond to any form of written communications, will have their booking cancelled.

Families having trouble in paying their account are encouraged to approach the Director regarding their intentions and ability to pay. The Centre aims to provide flexible payment plans for families experiencing genuine difficulty paying their account. Efforts will be made to assist the family and to continue the booking.

All families with outstanding accounts at the time of the centre's annual closure, will have the following years booking cancelled, and the debt will be forwarded to the centre's debt collection agency for collection

5. When we will take these steps

- Fee checks are undertaken **fortnightly**, and follow-up steps begin **immediately after the due date passes**.
- Step 1 (reminder) is issued within **7 days of non-payment**.
- Step 2 (follow-up call/meeting) occurs within **14 days of non-payment**.
- Step 3 (formal notice) is issued within **21 days of non-payment**.

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- Step 4 (suspension/withdrawal) may occur within **28 days of non-payment**, unless a payment plan is in place.
 - Step 5 (recovery action) will be taken if fees remain unpaid beyond **6 weeks**, without communication or agreement from the family.
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Absences

Each child is allocated **42 allowable absences** from Centrelink, including public holidays, per annum. Families should be aware that an allowable absence is used to ensure that CCS is still paid at the normal rate from Centrelink, and that normal fees apply when your child does not attend the service. Absences are calculated per day of attendance. Once the allowable absences have been used, the Childcare Subsidy ceases, and the full fee is then charged. Any absences used are recorded and shown on family invoices.

Refunds

There will be no refunds. Accounts will be credited should there be any need for a refund to arise.

Late Collection

The approval hours of operation of the Centre (**7:00 am - 6:00 pm**) and the employment conditions of the staff are such that the Centre cannot be open beyond 6:00 pm.

If parents/guardians are unable to collect their child/children prior to closing time, an emergency adult, from the enrolment form, should be contacted to collect the child and the service advised of this arrangement.

A late payment fee of \$15 for every 15 minutes or part thereof that the parent is late by the Centre's digital sign in is charged to all families who collect their child after 6:00 pm.

If the parent/guardian has not contacted the program and the child/children has not been collected by 6:40, the staff will attempt to telephone the parent/guardian. If this is not possible, staff will telephone the emergency contact people listed on the enrolment form to arrange for the child/children's pick up.

If the child/children are still at the centre by 7:00 pm and staff have not been in contact with a parent/guardian or emergency contact, staff must notify the Approved Provider or Nominated Supervisor who will then make decisions regarding releasing the child into the care of Health and Community Service Officers.

After a late fee has been charged 3 times, the parent will be notified of a warning. If the late pick-ups continue, their child/children's place will be relinquished. Parents will be given one week's notice prior to being asked to find alternative care.

We trust that you understand the need for the late fee as staff have other commitments after 6:00pm. Having children in the centre past 6:00pm leaves the centre in breach of regulations and creates unnecessary stress for all concerned.

Notice of Cancellation

Should you wish to end your child's place at the service, or should management make the decision to terminate your child's place, **two weeks' notice is required** from the ending terminating party. If this does not occur two weeks fees will be billed to you.

Centre Hours

The Centre is open from **7:00am to 6:00pm (Monday – Friday)**, children are not permitted at the service outside of these hours unless attending an afterhours event.

The centre will be closed on all weekends and ALL Public Holidays.

Sources

Education and Care Services National Regulation

National Quality Standard

Department of Human Services

Roles and Responsibilities

Role	Authority/Responsibility for
Approved Provider	• Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011. • Reviewing the current budget to determine fee income requirements. • Developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability. • Considering any issues regarding fees that may be a barrier to families enrolling at the service and removing those barriers wherever possible. • Providing parents/guardians with a regular statement of fees and charges.

	- Ensuring that the Fees Policy is readily accessible at the service. Notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected. - Ensuring a notice outlining the fees charged by the service is displayed prominently in the main entrance to the service. - Enter into a Complying Written Agreement (CWA) with a parent or guardian, to provide education and care services in exchange for fees. A CWA is an agreement between the education and care service and a parent or guardian. It will include: »The provider and parents contact names and details » The date the arrangement is effective from » The child or children's full name and date of birth » Session days and start/end times » Details of the fees to be charged - Update any changes to the CWA as required.
Nominated Supervisor	- Providing parents/guardians with a regular statement of fees and charges. - Collecting all relevant information and maintaining relevant documents regarding those with entitlement to concessions, where applicable. - Notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected. - Ensuring a notice outlining the fees charged by the service is displayed prominently in the main entrance to the service.
Early Childhood Educator	Referring parents'/guardians' questions in relation to this policy to the Approved Provider or Nominated Supervisors.
Families	- Reading this policy and referring any questions, queries or concerns to the nominated supervisor. - Obtain a Customer Reference Number from Services Australia (Centrelink) as soon as practical before enrolment at the service. - Record the arrival and departure times of their child or children attending care.

	• Pay for any booked day of education and care which falls on a public holiday. • Ensure all fees are kept two weeks in advance at all times. • Provide documentation for additional absence days as required. • Provide 2 weeks' notice of withdrawal from service. If child does not attend during this 2 week notice period full fees will be chargeable. • Notifying the Approved Provider if experiencing difficulties with the payment of fees.
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Monitoring, Evaluation and Review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every 12 months.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected

Review

<i>Nominated Supervisor</i>	<i>Approved Provider (PMC)</i>	<i>Policy Reviewed on</i>	<i>Next Review Update</i>
Kylie Flintrop	Parthiban Puliyadi Subramanian	10/07/2025	10/01/2026



Parent's Cheat Sheet

- 01 Home Page
- 02 Daily Information
- 03 Toileting Glossary
- 04 Records & Reports
- 05 Create Your Own Post
- 06 Change your Details / Documents & Policies
- 07 Sign the Complying Written Arrangement (CWA) Form
- 08 Sign Direct Debit Request (DDR) Form
- 09 Statements & Invoices

Home Page

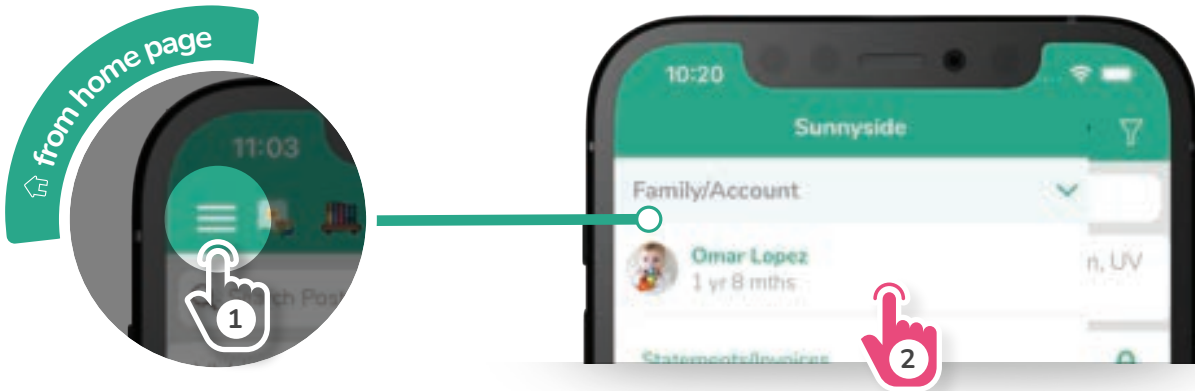
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Once you have logged in you will automatically be on the home page.



Daily Information

Includes menu, meal portions, rest & sleep updates and sun protection.

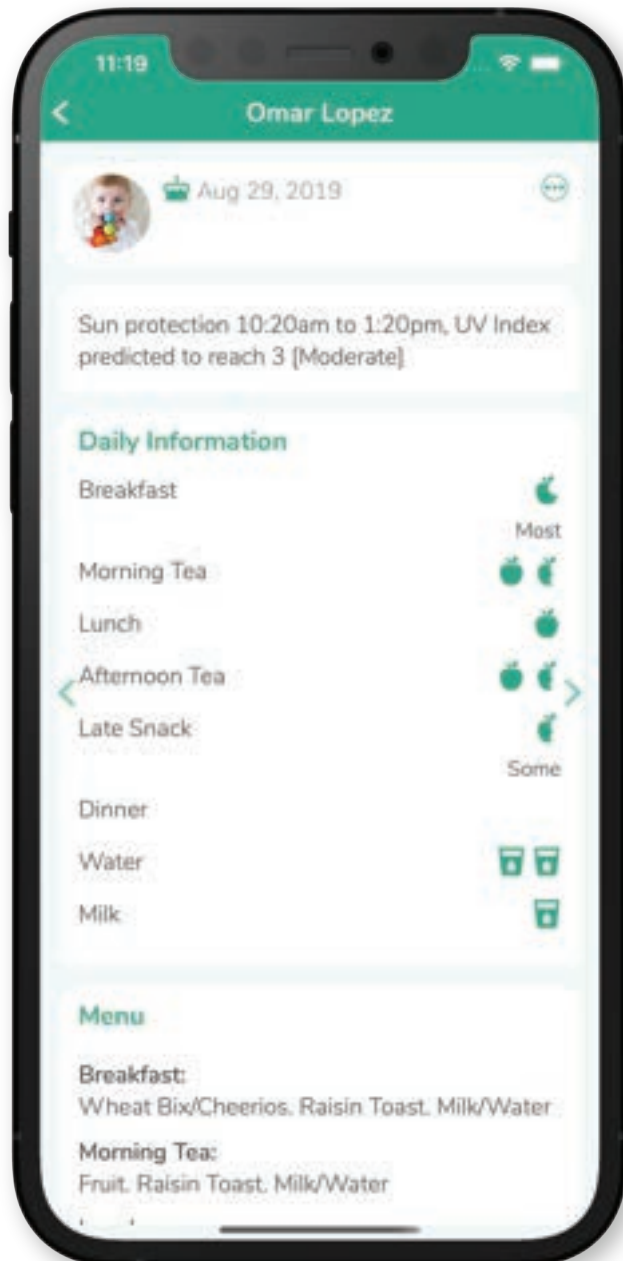


Information includes

- daily menu
- dietary information
- sleep & rest updates
- sun protection updates

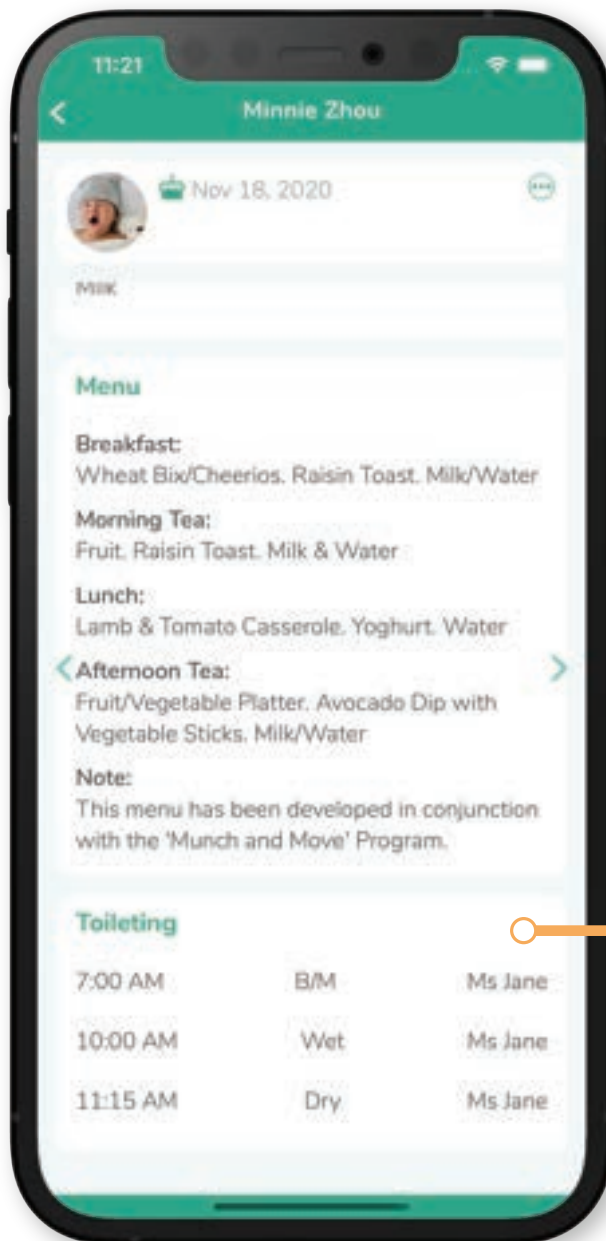
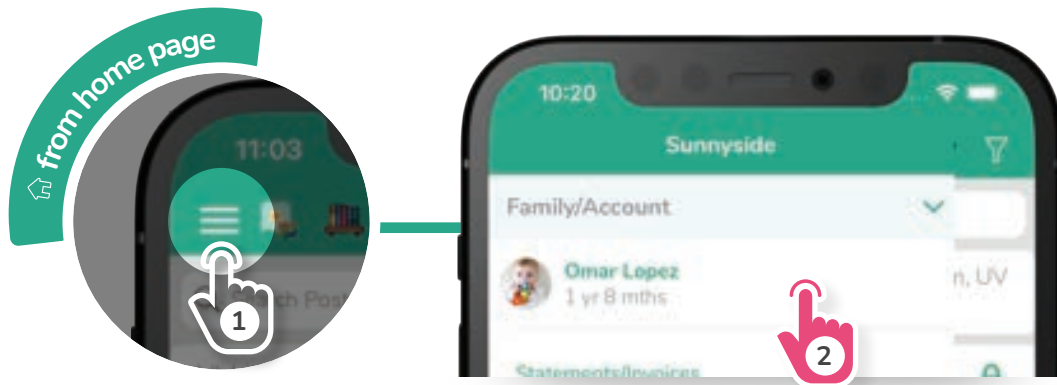
  = portion amount

One means whole portion consumed, half an apple means half consumed and so forth.



Toileting Glossary

(Please check with your Centre if this feature is available)



B/M Bowel Movement in Nappy
(i.e. Soiled Nappy)

Wet Wet Nappy

Dry Nappy was Dry

Diarrhea Nappy had Diarrhea

Loose B/M
Loose Bowel Movement
(not diarrhea)

Toilet - B/M
Bowel Movement done in Toilet

Toilet - Wet
Urinated in Toilet

Toilet - Accident
Didn't quite make it to the toilet

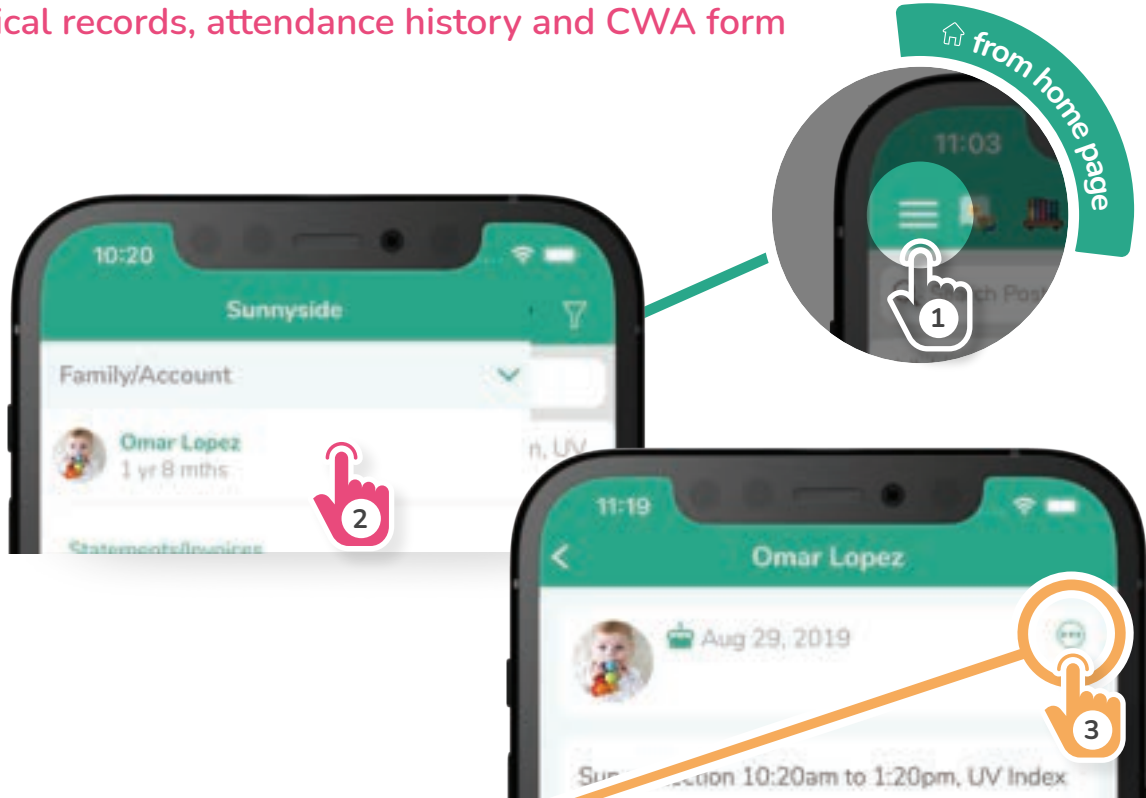
Toilet - Attempted
Had a try on toilet but no results

Toilet - Refused
Didn't need to go OR refused
to go to toilet

Nappy Rash Cream
Cream applied to child's bottom

Records & Reports

Medical records, attendance history and CWA form



View All Posts	
Developmental Summary Report	
View Incident Reports	○ — ○ Sign your child's Incident Reports
Child's Goals	
View Documents	
Create Medication Record	
View Medication Records	○ — ○ Record medication that needs to be given to your child
Ongoing/Non Prescribed Cream Form	
Attendance History	
Upload Immunisation Record	
Sign CWA	○ — ○ Sign CWA Form

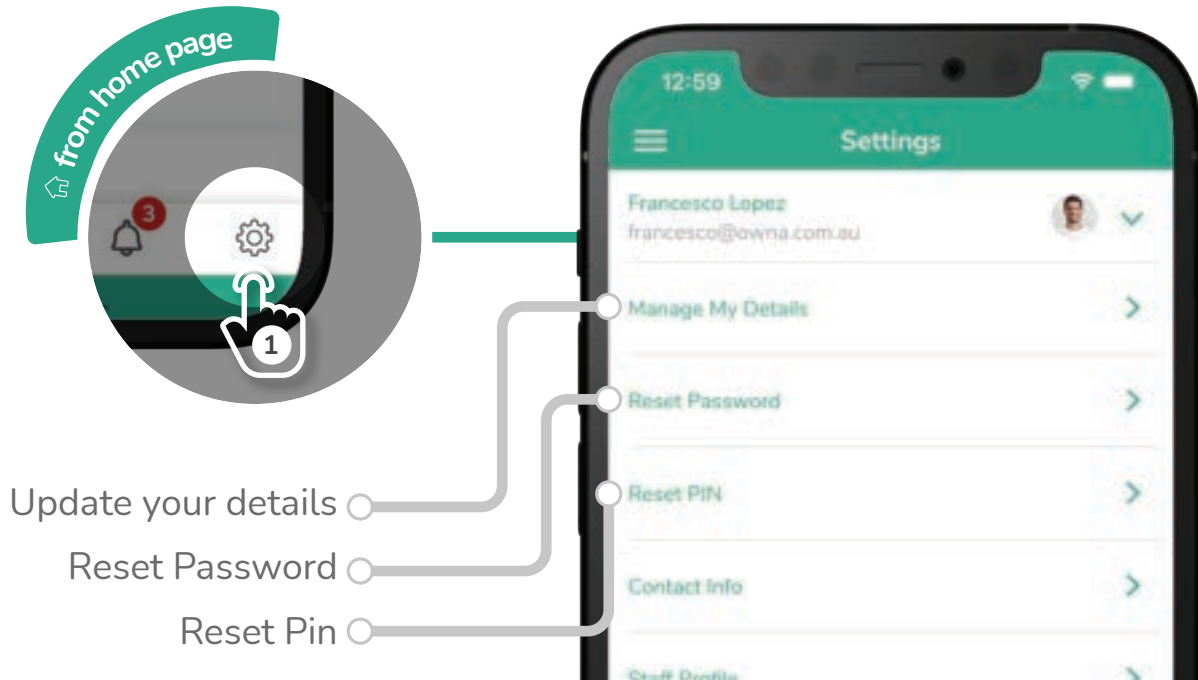
Create Your Own Post

You can also book a casual day, fill in handover information and let your centre know if your child is not attending



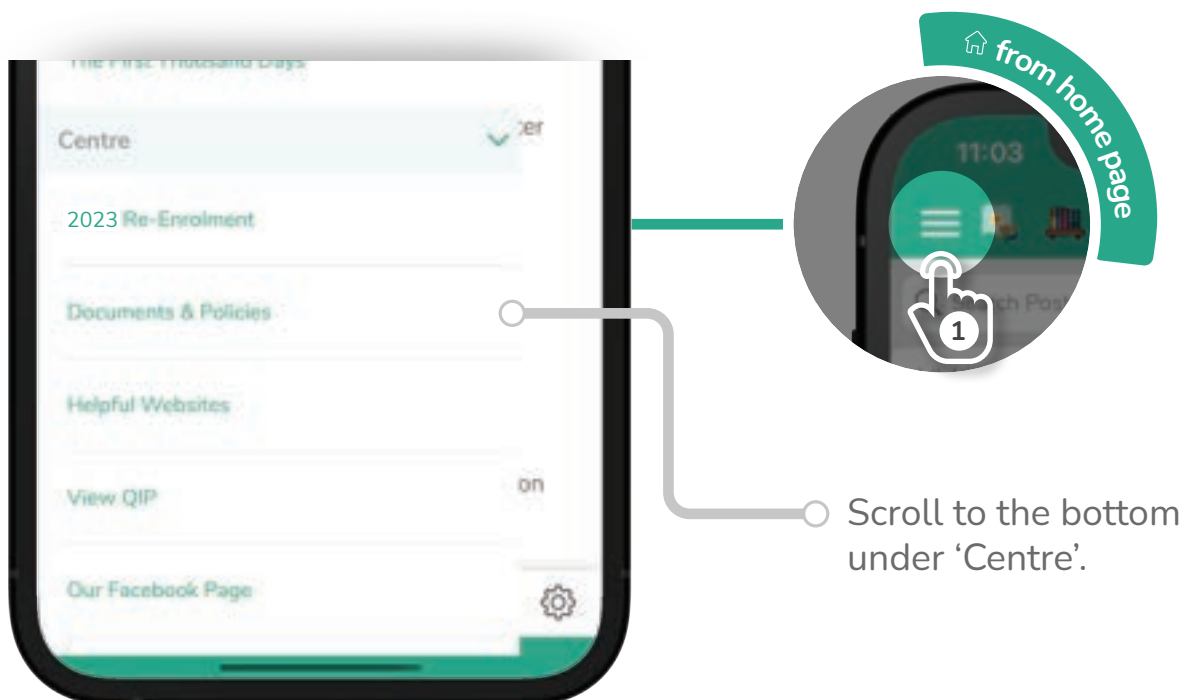
Change Your Details

Reset your pin, password and update your details here



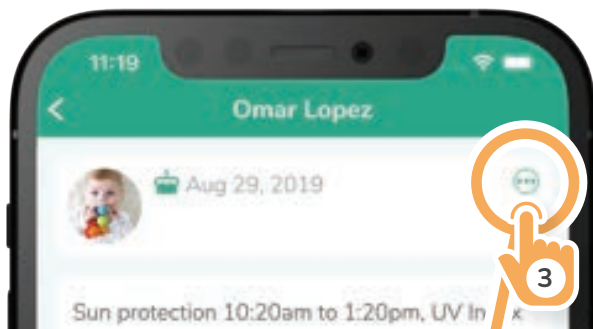
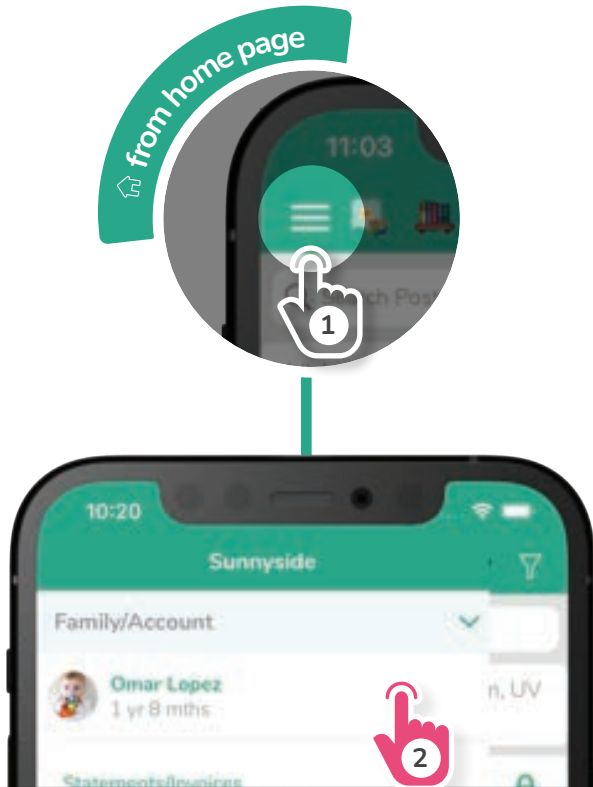
Documents & Policies

Access fact sheets, forms and Centre information



Sign the Complying Written Arrangement (CWA) Form

(Please check with your Centre if this feature is available)



Select "Sign CWA"

1:46 CWA

indicated above and in accordance with other information the Service has made available to me (such as Enrolment Form, Fee Schedule, Centre Policy Handbook and Family Handbook) which are subject to change over time based on advice from the Provider.

Regular Booking

Session of Care:

Before School Care (BSC)

Fee Per Session: \$10.67

Days: M T W T H F

Alternating Week: M T W T H F

After School Care (ASC)

Fee Per Session: \$32.00

Days: M T W T H F

Alternating Week: F

Signature*

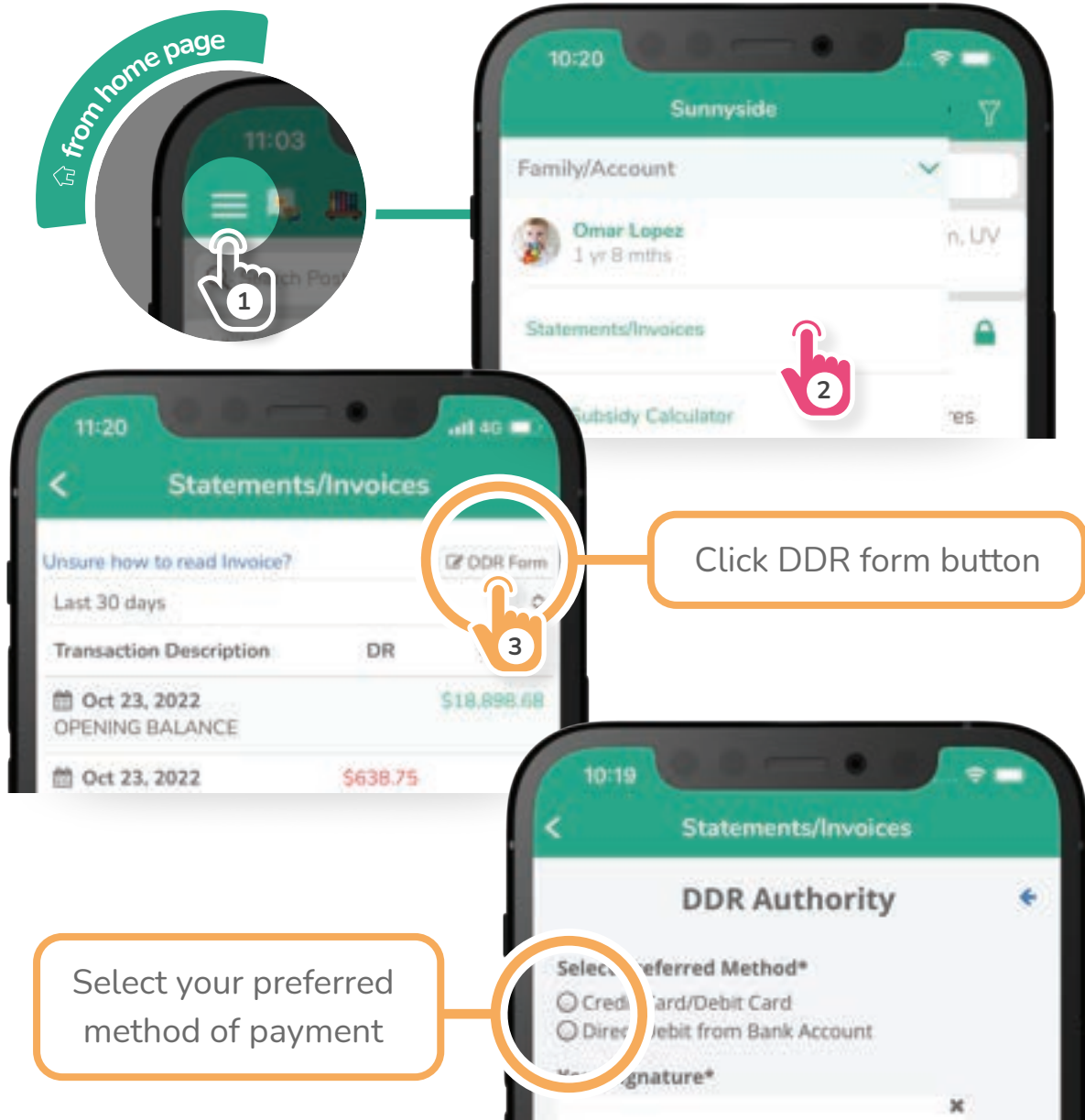
Date: May 17, 2022

Submit

Read, scroll through the CWA and sign the signature box.

Sign Direct Debit Request (DDR) Form

(Please check with your Centre if this feature is available)



Name on Card*

Card Number*

Expiry Date*

MM

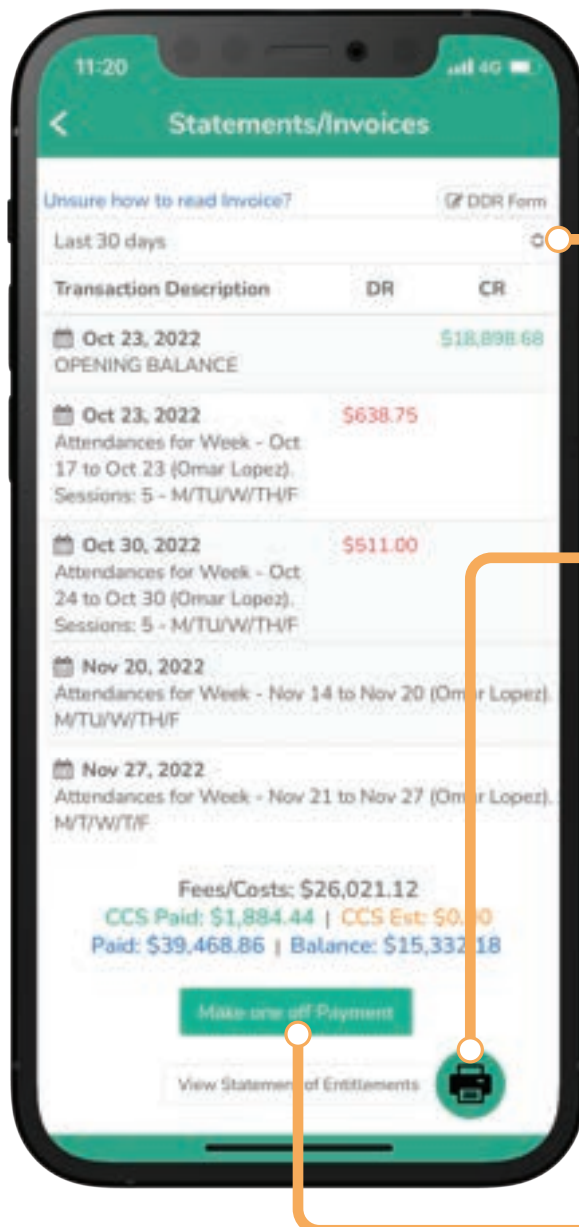
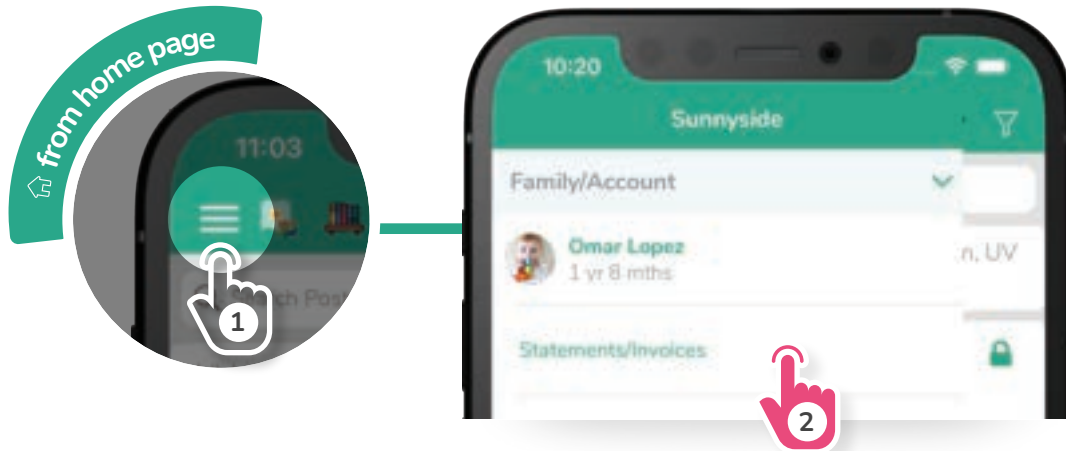
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Security Code*

Fill in the form, sign and submit.

Statements & Invoices

(Please check with your Centre if this feature is available)



View your statements from the last 30 days or up to 24 months.

Print your statements and invoices whenever you see this icon.

Scroll to the bottom to make a one off payment.