



Blooming Stars
Child Care & Kinder
Nurturing Every Child To Shine

Parent Handbook

Version 4 – 2026 Edition

Blooming Stars Child Care & Kinder

47 Renwick Road, Ferntree Gully VIC 3156

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Blooming Stars Child Care Centre /47 Renwick Road Ferntree Gully VIC 3169
info@bloomingstars.com.au / Mobile: 0424 303 372 / www.bloomingstars.com.au

Acknowledgement of Country

Blooming Stars Child Care & Kinder acknowledges the Traditional Owners of the land on which we live, learn and play.

We pay our respects to Elders past, present and emerging and recognise their continuing connection to land, waters, culture and community.

We celebrate Aboriginal and Torres Strait Islander cultures and are committed to fostering respect, understanding and reconciliation within our learning community.

**“Children are not things to be moulded,
but are people to be unfolded.” ~ Jess Lair**

Welcome to Blooming Stars Child Care & Kinder!

Thank you for choosing Blooming Stars Child Care & Kinder for your child's early learning journey.

We understand that selecting an early childhood education and care service is one of the most important decisions a family can make. We are honoured by the trust you place in us and are committed to providing a safe, nurturing, inclusive and inspiring environment where every child can learn, grow and shine.

At Blooming Stars, we believe that every child is unique, capable and full of potential. Our educators work closely with families to support children's wellbeing, development and learning through meaningful relationships, play-based experiences and high-quality educational programs.

We value strong partnerships with families and recognise that parents are a child's first and most important teachers. Together, we can create a positive foundation for lifelong learning and success.

Our doors are always open, and we warmly welcome your participation in our centre community.

We look forward to partnering with your family and supporting your child to SHINE.

Kind regards,

Parthiban Puliyadi Subramanian
PMC & Director

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.

Licensed for up to 27 children per day, our centre provides a warm, family-oriented environment where every child receives personalised attention and support.

We Provide:

- Long Day Care
- Funded Kindergarten Programs
- School Readiness Programs
- Play-Based Learning Programs
- Additional Language Learning Opportunities
- Inclusive Learning Environments
- Nutritious Meals and Snacks
- Nappies and Daily Essentials
- Strong Family Partnerships

Operating Hours:

Monday to Friday
7:00 am – 6:00 pm

Closed on Victorian Public Holidays.

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.

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2. Vision, Mission and Philosophy

Our Vision:

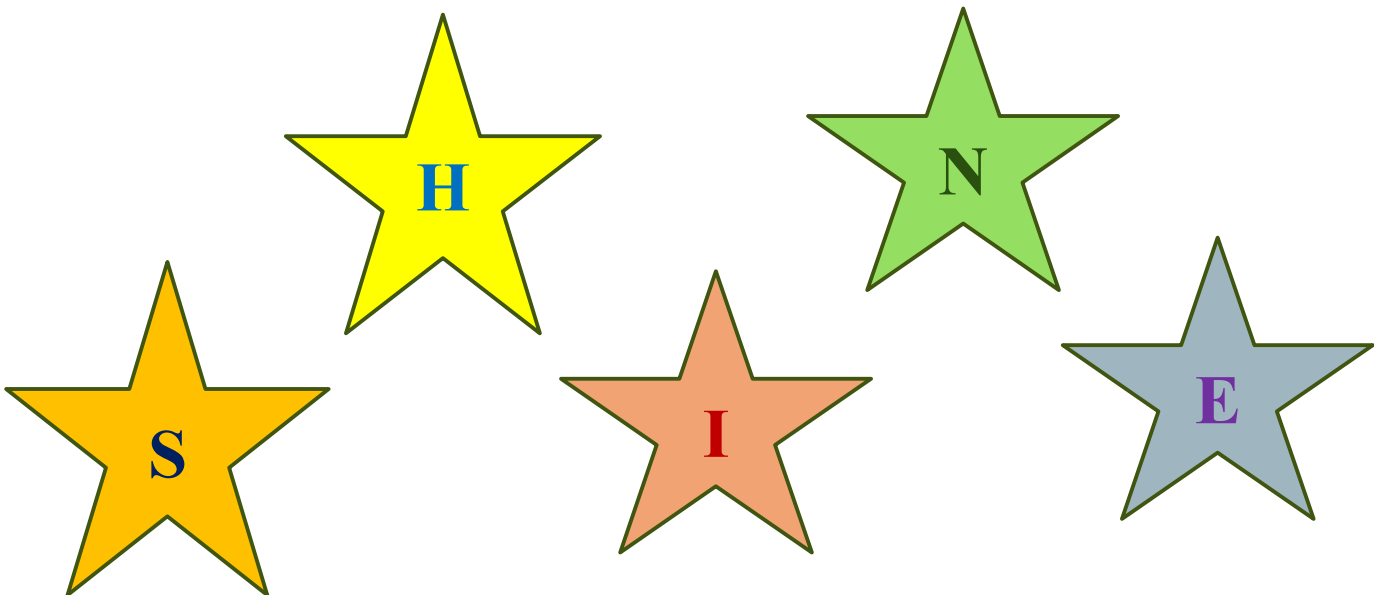
To foster discipline, kindness, humanity, and inclusivity in children, supporting their physical, emotional, cognitive, and social development to create a sustainable future for the community, and to support the families and community in all the possible ways.

Our Mission:

We support every child to **SHINE**:

Value	Meaning
S	Sincere
H	Humanitarian
I	Innovative
N	Nature Saver
E	Ethical

Through these values we foster children's social, emotional, physical and intellectual development.



Our Philosophy:

At Blooming Stars Child Care and Kinder, we believe that every child has the right to a safe and healthy environment in which to learn and grow in.

OUR TOP PRIORITY IS "CHILD SAFETY, PROTECTION and WELL-BEING" of our children at the Centre.

We recognize that families play a crucial role in a child's development and education. We understand that parents and caregivers are a child's first and most important teachers, we respect and value the unique perspectives, culture, and values that each family brings to our community.

We pride ourselves on working together in partnership with families so we can create a strong support system that promotes the wellbeing and success of all children. We strive to create an inclusive environment that welcomes and celebrates diversity in all forms.

We believe that children learn through hands-on, interactive experiences and exploration. Play is a natural way for children to make sense of the world around them. While we value play as a key component of children's learning, we also recognize the importance of intentional teaching practices. We pride ourselves on our educators creating stimulating and enriching learning environments that foster curiosity, creativity, and critical thinking. We recognize all children learn differently and endeavor to cater for all children's individual learning needs by building strong reciprocal relationships, that are built maintained by trust and transparency.

By creating a welcoming and inclusive atmosphere where all families feel respected, supported, and valued, we provide a strong foundation for all children to feel a sense of belonging within our Centre. We aim to create a culture of collaboration and partnerships which support all children to flourish, shine and reach their fullest potential. We believe that by working together as a team, we can support and empower all children to become confident and capable individuals.

We firmly believe that children have the right to feel safe, respected, and valued at all times. We have embedded the child safe standards and practices throughout our Centre to ensure that children are protected from harm, abuse, and neglect. We prioritize creating a culture of safety and trust where children can express themselves, take risks, and learn and grow without fear. We encourage children to voice their opinions, make choices and participate in decision making that affects their lives. We believe by empowering children to have a say in their education and wellbeing, we are fostering their independence, confidence, and a sense of self-worth.

3. Our Commitment to Child Safety

Blooming Stars Child Care & Kinder is committed to providing a child-safe environment where children feel safe, respected, valued and protected.

We have zero tolerance for child abuse and are committed to:

- Promoting children's safety and wellbeing
- Empowering children to express their views
- Listening to and respecting children
- Maintaining robust child-safe policies and procedures
- Supporting cultural safety for Aboriginal children
- Supporting children from culturally and linguistically diverse backgrounds
- Supporting children with disability
- Meeting all obligations under Victorian Child Safe Standards

Child safety is everyone's responsibility.

4. Our Services

4.1 National Quality Framework

Our service operates under:

- Education and Care Services National Law
- Education and Care Services National Regulations
- National Quality Standard (NQS)
- Early Years Learning Framework (EYLF V2.0)

Our educational programs and practices align with these national requirements to ensure the highest standards of care and education.

4.2 Educational Program

Victorian Early Years Learning Framework

Our curriculum is based on the Australian Government approved Victorian Early Years Learning Framework (VEYLF V2.0): Belonging, Being and Becoming.

Children are supported to develop:

- A strong sense of identity
- Connections with their world
- A strong sense of wellbeing
- Confidence as learners
- Effective communication skills

4.3 Play-Based Learning

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. Children learn best through meaningful play experiences.

Through play, children develop:

- Creativity
- Problem-solving skills
- Communication skills
- Social competence
- Emotional regulation
- Independence
- Resilience
- Confidence

Our educators intentionally design learning environments that encourage exploration, investigation and discovery.

4.4 Learning Environments

Our learning environments are carefully designed to:

- Promote children's wellbeing
- Encourage independence
- Support creativity
- Foster collaboration
- Inspire curiosity
- Encourage risk assessment and problem solving
- Support inclusion and diversity

Both indoor and outdoor environments provide rich opportunities for learning.

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 inclusiveness 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.

4.5. Family Partnerships

We believe that strong partnerships between families and educators create the best outcomes for children.

Families are encouraged to:

- Participate in centre events
- Share feedback and suggestions
- Contribute to learning programs
- Share cultural traditions and experiences
- Attend parent meetings
- Discuss children's progress with educators

We value open, respectful and collaborative communication.

5. 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 20/06/2026) is attached herewith this document

6. Communication with Families

We communicate through:

- OWNA Parent App
- Emails
- Phone Calls
- SMS Messages
- Newsletters
- Face-to-Face Conversations
- Parent Meetings
- Family Events

We encourage families to speak with educators or management whenever they have questions, concerns or suggestions.

7. Enrolment process

Prior to commencing care, families are required to:

1. Complete the electronic enrolment form.
2. Provide:
 - Birth Certificate
 - Immunisation History Statement
 - Emergency Contact Details
 - Medical Information
 - Court Orders (if applicable)
3. Provide Direct Debit Details.
4. Complete all required enrolment documentation.

Following enrolment, families will receive instructions to access OWNA and complete Child Care Subsidy confirmation requirements.

8. Child Care Subsidy (CCS)

Most families may be eligible for Child Care Subsidy through Services Australia.

To receive CCS:

1. Apply through MyGov.
2. Confirm your child's enrolment.
3. Complete the Complying Written Agreement.
4. Maintain accurate family information.

Families are responsible for ensuring their CCS information remains current.

Any gap fees remain payable by families.

9. Orientation Program

We offer complimentary orientation sessions prior to commencement.

Orientation helps children:

- Become familiar with educators
- Explore the learning environment
- Build confidence
- Establish routines
- Support a smooth transition into care

We recommend at least two orientation visits before the child's first day.

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.

10. Policies and Procedures

We have the following Policies and Procedures in place to deliver our Services as per the guidelines provided by the National Quality Framework.

P1. Fee Policy

P2. Enrolment and Orientation Policy

P3. Kindergarten Policy

P4. Inclusion and Equity Policy

P5. Dealing with Complaints Policy

QA1-1. Educational Program and Curriculum Policy

QA1-2. Assessment, Planning and Critical Reflection Policy

QA1-3. Educational Leadership and Professional Practice Policy

QA2-1. Health and Safety Policy (168 (2) (a))

QA2-2. Incident, Injury, Trauma and Illness Procedures Policy (Reg 168(2)(b))

QA2-3. Dealing with Infectious Diseases Policy (168 (2) (c))

QA2-4. Dealing with Medical Conditions Policy - Reg 168(2)(d)

QA2-5. Emergency and Evacuation Policy - Reg 168 (2) (e)

QA2-6. Delivery of children to, and collection of children from, education and care service premises, including procedures - Reg 168 (2)(f)

QA2-7. Excursions Policy - Reg 168(2)(g)

QA2-8. Transportation Policy - Reg 168 (2)(f)

QA2-9. Safe arrival of Children Policy - Reg 168(2)(gb)

QA2-10. Providing A Child Safe Environment Policy - Reg 168(2)(h)

QA4-1. Staffing Policy - Reg 168(2)(i)

QA4-2. Code of Conduct Policy for Staff - Reg 168(2)(i)(i)

QA5-1. Interactions with Children Policy - Reg 168(2)(j)

QA7-1. The Acceptance and Refusal of Authorizations Policy - Reg 168(2)(m)

QA7-3. Governance and Management Policy

Once you submit the enrolment form, we will enrol your child by registering the details provided in our Childcare App (OWNA) and send you the App invite.

All our Centre's Policies and Procedures have been uploaded and saved in the OWNA portal under Policies and Procedures. They are available for reference at any time for our Families as well as the Educators.

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

We thank you once again and welcome you to commence an amazing beginning for your child's care and early education at our Blooming Stars.

Kind regards

**Director
Blooming Stars Child Care Centre**

Annexures:

- Fee Policy
- OWNA's Cheat Sheet (How to use OWNA App)

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 Session fees (with effect from 06/07/2026)

Daily Fee	Amount
Less than 10 hours' sessions	\$145
10 hours' sessions	\$145
More than 10 hours' session	\$160
Casual day booking (If available)	\$155

Casual bookings may be available subject to vacancy and the Centre's ability to maintain the required educator-to-child ratios on the requested day.

Families requesting a casual booking will be charged an additional **\$10.00 per day** on top of the applicable daily fee for their child's age group and enrolment arrangement.

Sibling and Twin Discount Program

To provide additional support to families with more than one child enrolled at our Centre, Blooming Stars Child Care & Kinder has introduced a **Sibling and Twin Discount Program**.

Under this initiative, families with siblings or twins attending the Centre will receive a **\$7.00 discount per child, per day** from the standard daily fee.

Accordingly, effective from **06 July 2026**, the daily fee for each child eligible under the Sibling and Twin Discount Program will be **\$138.00 per day**.

The discount applies only while two or more siblings remain enrolled and attending the Centre and may be amended or withdrawn by the Approved Provider upon reasonable notice to families.

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.

Enrolment Bond

To secure your child's place at Blooming Stars Child Care & Kinder, an Enrolment Bond equivalent to two (2) weeks of booked fees is payable upon enrolment.

This bond is fully refundable and will be applied to your final account when the required two (2) weeks' written notice of withdrawal is provided and all outstanding fees and charges have been paid in full.

Where the required two (2) weeks' written notice is not provided, the bond may be retained and applied towards fees payable in lieu of the notice period.

Please note that Child Care Subsidy (CCS) is generally not payable for absences after a child's final day of attendance. Accordingly, if a child does not attend the service during the notice period, CCS may not apply and the family will be liable for the full fees charged by the Centre for that period.

The Centre reserves the right to deduct from the bond any outstanding fees, late payment charges, or other amounts owing before any refund is made.

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.
- 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, Blooming Stars Child Care & Kinder ensures that all gap fees (the parent/guardian contribution after Child Care Subsidy (CCS) is applied) are collected, monitored, and documented appropriately.

1. Responsibility for Monitoring Gap Fee Collection

- The Nominated Supervisor and/or Accounts Administration Officer are responsible for monitoring fee payments, reconciling family accounts, and reporting any outstanding balances to the Person with Management or Control (PMC).
- The PMC retains overall responsibility for ensuring compliance with legislative requirements and overseeing appropriate action where fees remain unpaid.

2. Fee Monitoring and Reconciliation

The following checks are undertaken on a regular basis:

- Fortnightly reconciliation of family accounts against fee payments received.
- Verification of CCS payments and parent gap fees through the childcare management system.
- Review of outstanding balances, payment histories, and account reports within OWNA.
- Periodic audits conducted by the Nominated Supervisor and/or PMC to ensure accuracy and compliance.

3. Record Keeping

- Records of all fee reconciliations, payments, and account reviews are maintained within the OWNA childcare management system.
- Outstanding account reports and reconciliation records are securely stored electronically.
- Correspondence relating to unpaid fees, payment plans, reminders, and follow-up actions is retained for audit and compliance purposes.

4. Late Payment and Overdue Fees

Families are required to ensure that sufficient funds are available for all scheduled fee payments.

Where a payment is declined or an account falls into arrears, the following process may apply:

Step 1 – Reminder Notice

- A written reminder (email, SMS, or letter) will be issued within seven (7) days of the missed payment.

Step 2 – Family Consultation

- If the account remains unpaid after seven (7) days, the Centre may contact the family to discuss the outstanding balance and, where appropriate, establish a written payment plan.

Step 3 – Formal Overdue Notice

- A formal written notice will be issued if the account remains unpaid after fourteen (14) days.

Step 4 – Reduction, Suspension or Cancellation of Bookings

- If no payment or payment plan is received within twenty-one (21) days, the Centre reserves the right to reduce booked days, suspend care, or cancel the child's enrolment.

Step 5 – Debt Recovery

- Outstanding accounts may be referred to a debt collection agency where reasonable attempts to recover the debt have been unsuccessful.

A late administration fee of \$2.50 per fortnight may be applied to overdue accounts.

Families experiencing financial hardship are encouraged to contact the Nominated Supervisor or Director as early as possible. The Centre will consider reasonable payment arrangements on a case-by-case basis and will endeavour to support families wherever possible.

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.

Blooming Stars Child Care Centre

47 Renwick Road Ferntree Gully VIC 3156

ABN: 644 336 497 47 || PR-40033179

	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>
Anna Marie-Sell	Parthiban Puliyadi Subramanian	20/06/2026	June-2027



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

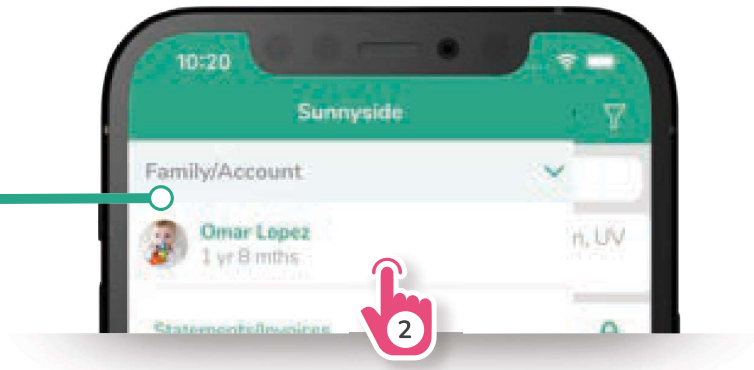
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Once you have logged in you will automatically be on the home page.



Daily Information

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

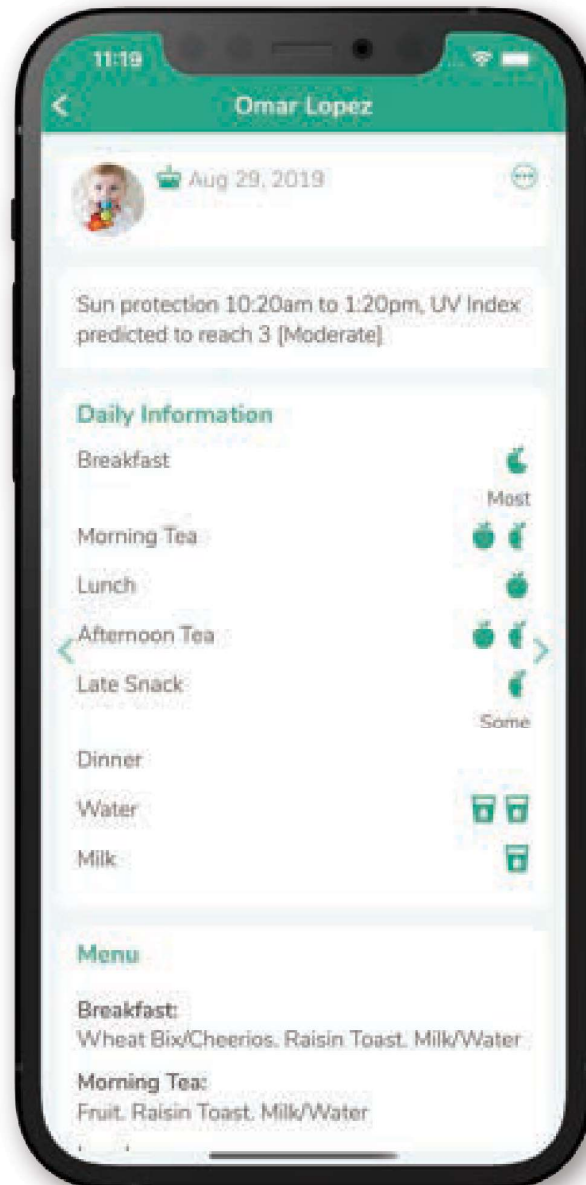


Information includes

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

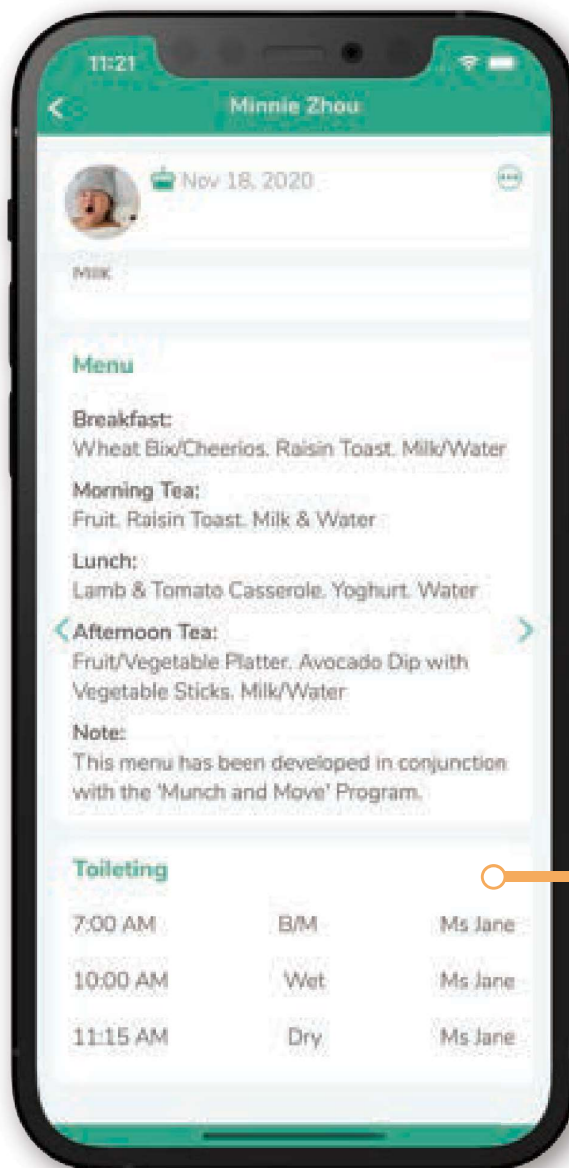
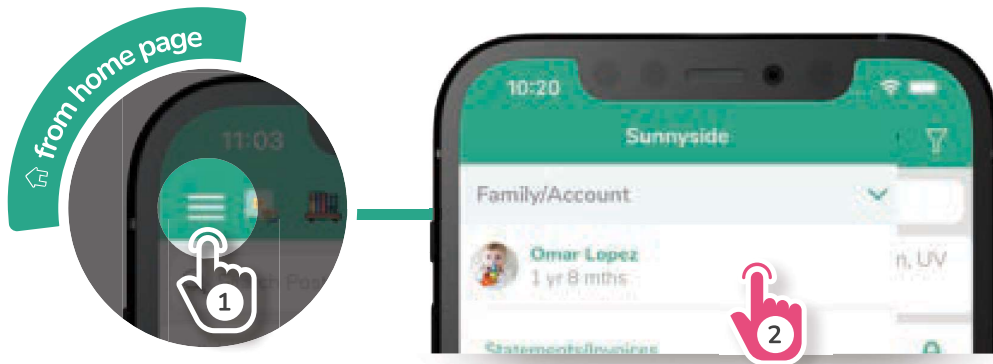
  = portion amount

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

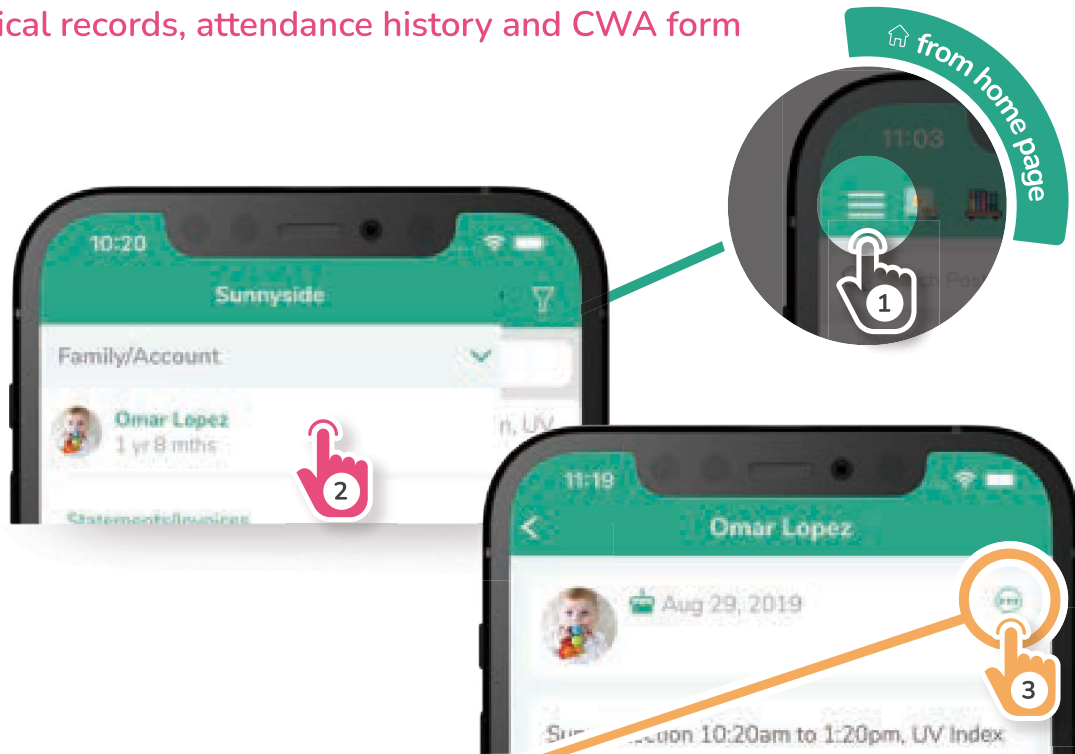
Toilet - Attempted
Had a try on toilet but no results

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

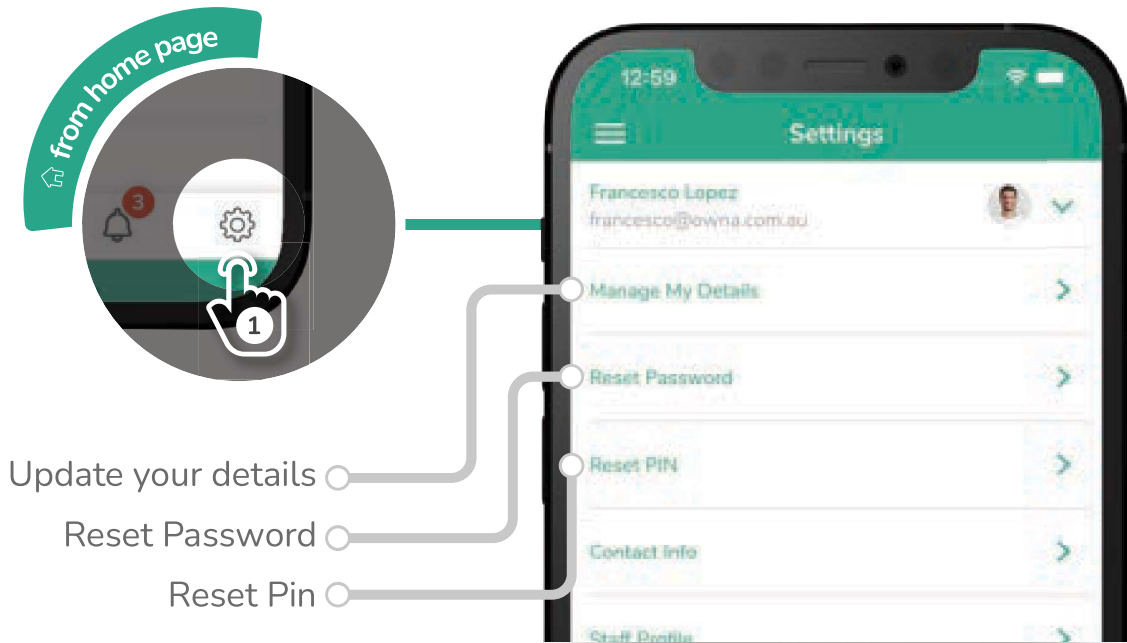
Create Your Own Post

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



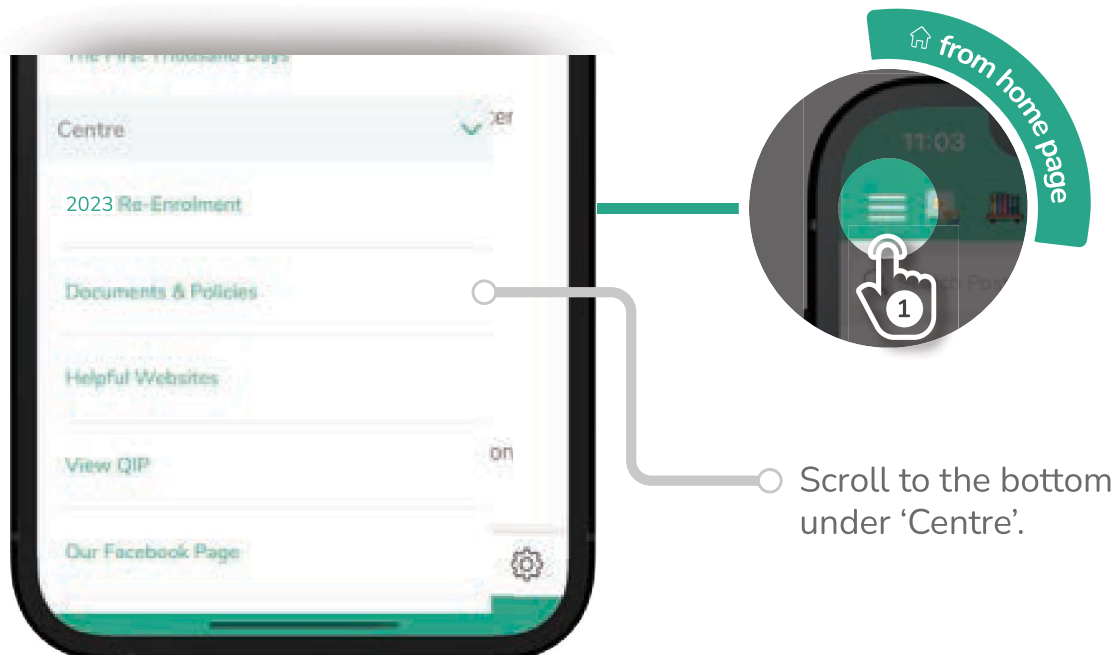
Change Your Details

Reset your pin, password and update your details here



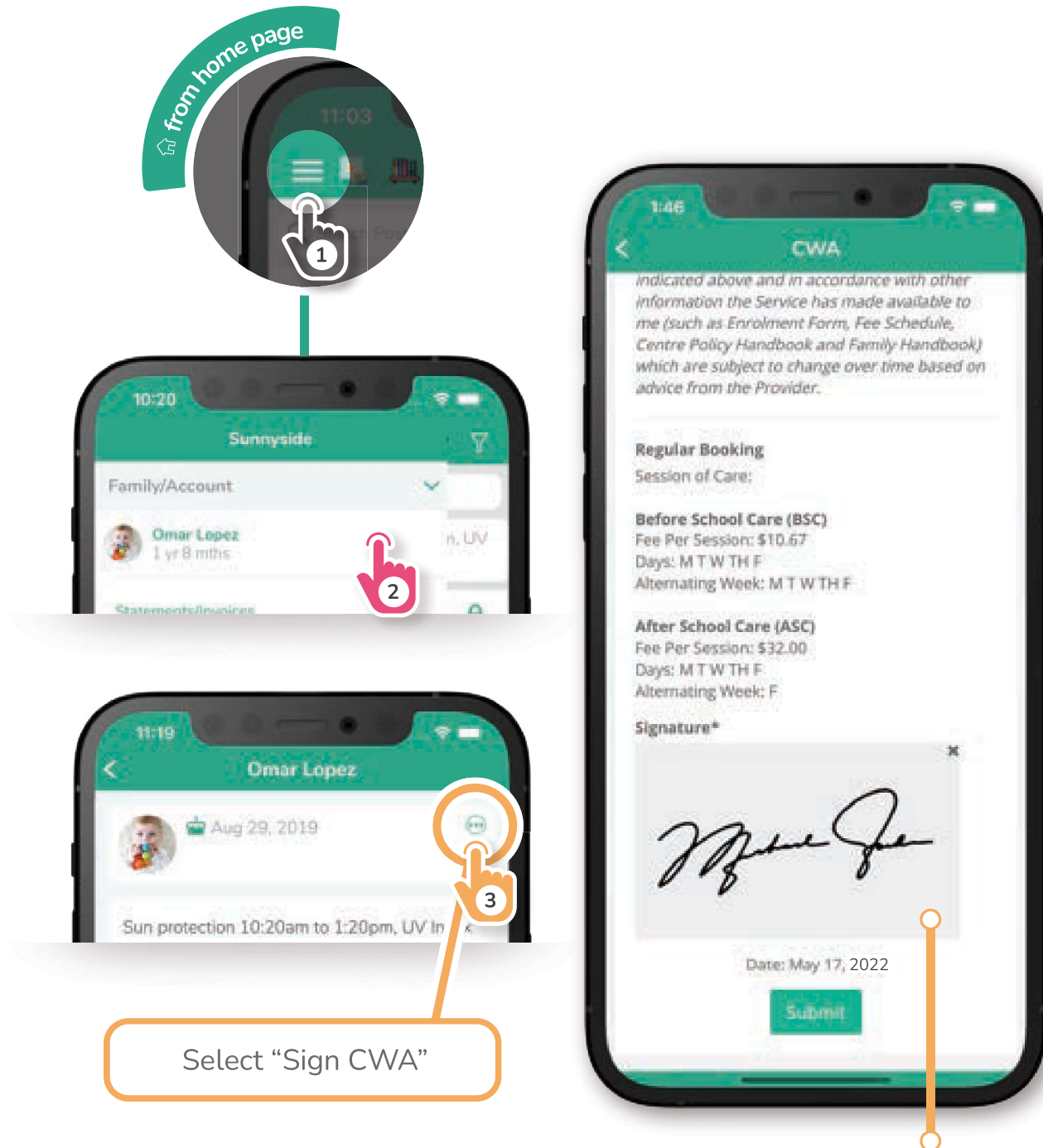
Documents & Policies

Access fact sheets, forms and Centre information



Sign the Complying Written Arrangement (CWA) Form

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

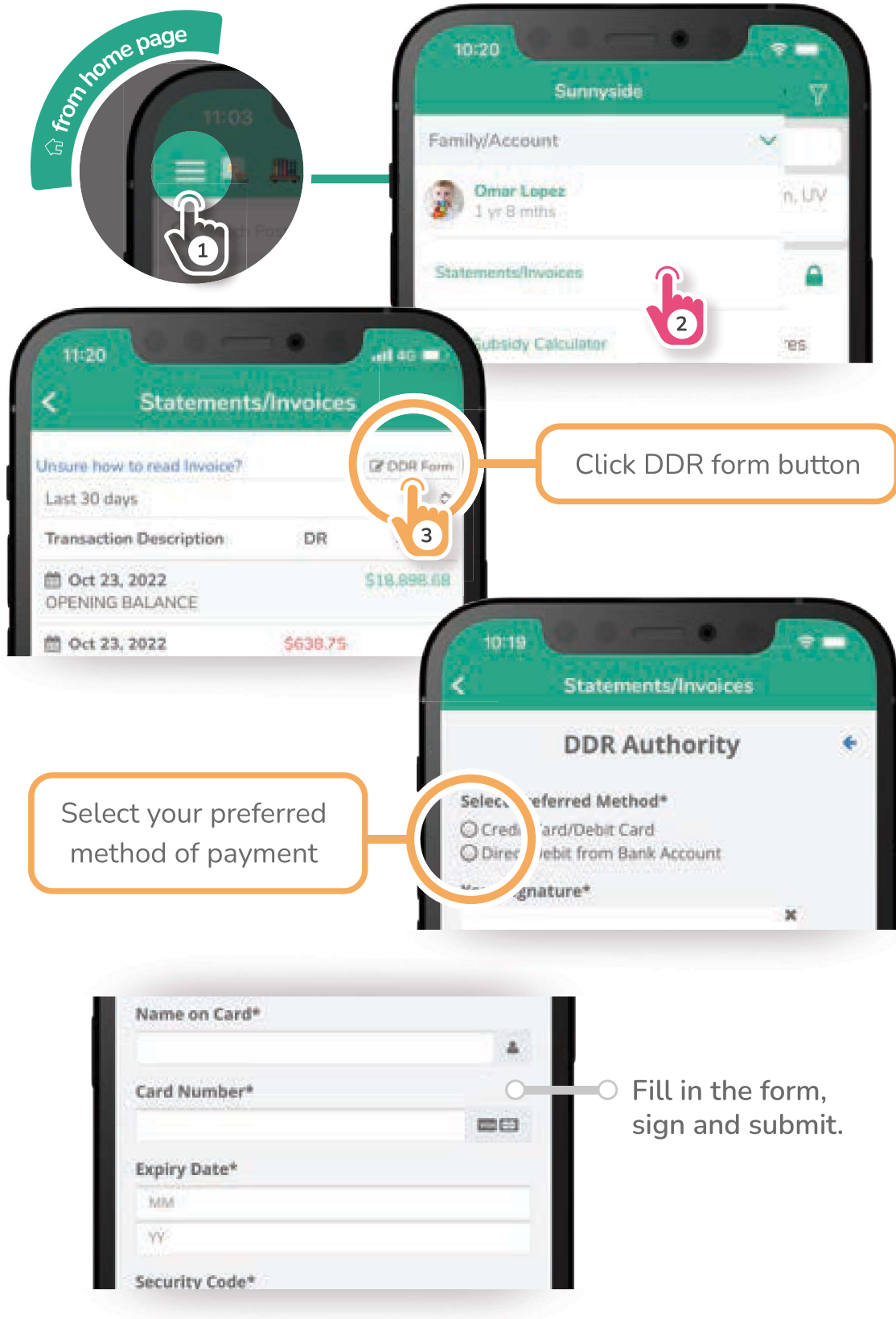


Read, scroll through the CWA and sign the signature box.

Sign Direct Debit Request (DDR) Form

08

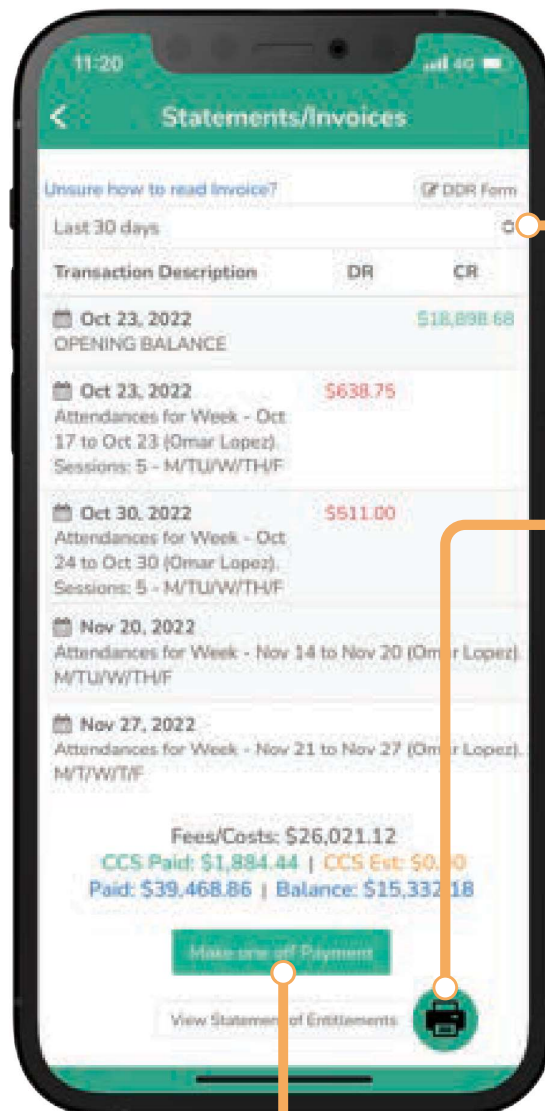
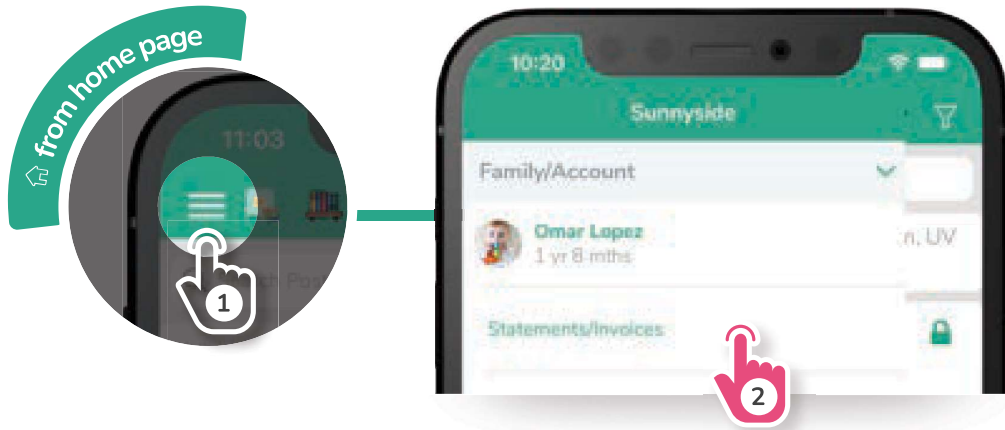
(Please check with your Centre if this feature is available)



Statements & Invoices

09

(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.