

SOUTH KINGSVILLE CHILDCARE PARENT HANDBOOK

A guide to welcome new families to our centre



We hope that your contact with our centre is most enjoyable.



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REGISTRATION

The Centre is registered as a Limited Hours Type 2 Service by The Department of Education and Early Childhood Development, and operates in accordance with Children's Services Act 1996 and the Children's Services Regulations 2009 with strict adherence to numbers of children, staff/child ratios and employment of qualified staff. (A copy of the regulations is placed on the notice board in the Childcare Room)

CHILD SAFETY STATEMENT OF COMMITMENT

South Kingsville Community Centre (SKCC) believes that all children have the right to a life that is free from harm. Our service aims to provide an environment that is free from any type of abuse and foster a child's growth and development as per the individual requirements of each child. Educators at our service are aware of their obligations under the law in regards to the welfare of children and at all times uphold their obligation. In addition to this, our service aims to provide regular training to all educators (along with any volunteers, students etc) on child protection issues to ensure that, in the event a child has suffered abuse, the service can act quickly in the best interests of the child.

SKCC is committed to the safety and wellbeing of all children and young people.

This will be the primary focus of our care and decision-making.

SKCC has zero tolerance for child abuse.

SKCC is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.

Every person involved in the SKCC has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

BACKGROUND

SKCC is a not-for-profit organisation that offers childcare services to community members, SKCC class participants and SKCC volunteers. SKCC aims to provide a quality childcare program at an affordable cost. However, this service cannot be offered free of charge, because the Committee of Management has a legal responsibility to ensure that this centre is financially viable and cost efficient.

All parents/guardians are notified of childcare costs, invoicing and payment procedures; including the option of developing a payment plan to cope with financial difficulties.

SKCC expects prompt payment of all fees to ensure the childcare budget operates efficiently.

HOURS OF OPERATION

| | | |
|-------------------|------------------|-----------------|
| Morning session | Monday to Friday | 9.00am -12.00pm |
| Afternoon session | Monday to Friday | 1.00pm - 4.00pm |

Doors open at the start of each session and are locked approximately 15 minutes once the session commences. Doors will remain locked until the end of the session. (If you arrive late, please ring the bell and a staff member will kindly let you in).

These sessions are only available during school terms. Should you wish to contact childcare during the sessions, please telephone 9399 3000.

STAFF

Sandra Wilkinson - Team Leader

Iris Wu – Early Childhood Educator

Adele Di Petro – Early Childhood Educator

Holly Yacoub – Early Childhood Educator

Defeng Zheng – Early Childhood Educator

Rhonda Ibrahim – Early Childhood Educator

- All staff have a current working with Children Check
- All teaching staff have a current first aid, CPR, Asthma and Anaphylaxis certificates. These are updated as required.

ABSENCES FROM CHILDCARE

For families who go on holidays during this period, full fees are applicable during their absence from any sessions. Children's places will be held if full payment is made, payments are up to date and will apply for a maximum of one month. Unfortunately there are no refunds for absences due to illness. In extenuating circumstances where absences due to illness are for an extended period of time, we could negotiate some special arrangements where if we can fill the vacancy temporarily, the family is refunded the cost of these sessions. Please speak with Sandra Wilkinson.

ACCESS

Childcare is available to all community members, community centre class participants and office volunteers. The centre reserves the right to limit the number of sessions per family to ensure fairness to all. On some occasions, priority or more frequent access needs to be given to referrals from specialists and other agencies. This information as well as any other relevant information affecting priority is presented to Sandra Wilkinson for a decision.

ACCIDENTS

Educators will note minor accidents in the Accident Book including all relevant details.

You will be notified and required to sign this at the end of the session. If a child becomes or remains distressed as the result of an accident, parents/guardian will be phoned and asked to take the child home, or seek further medical advice. If it is considered necessary to seek immediate medical attention, the centre staff will call an ambulance and endeavor to contact the parents immediately. If contact with parents cannot be made, the emergency contact or nominated Doctor will be called. Parents/guardians are to meet all ambulance and medical costs and are encouraged to subscribe to an Ambulance Fund.

ADDITIONAL NEEDS

If your child has additional needs please discuss this with the childcare team leader before the start of childcare. Also, if educators feel that your child may need additional help it is policy to always discuss this with the parents to ensure appropriate strategies within the program.

ARRIVAL AND DEPARTURE

An attendance book is available at the entrance of childcare. Each day your child arrives to the centre you must write into this book advising who signed the child in and arrival time.

Upon departure, you also need to update the record book advising who collected the child and time of departure. Children will only be placed in the care of people listed on the authorisation to collect provided by you at the time of enrolment. If for some reason a person not on this list is expected to collect your child then the centre must be informed prior to departure time.

For the safety of your child, please do not hold the door open, or allow older children to open the door. If you are unavoidably delayed, please ring the centre to notify staff or arrange to have your emergency contact pick up your child. A late fee may apply, as staff needs to remain at the centre.

Note: A Doorbell is installed to provide added security for all. The door will be locked approximately 15 minutes after session begins and will be unlocked by staff at the end of the session.

Please note children cannot be left before session starting times as our staff need to set up the room and are not responsible for your child (or children) before these times.

ARTWORK

Please take the time to collect your child's artwork as much time and effort is spent on this by the children. The artwork is placed in a blue box by the sign in book. Artwork is recycled every term. The centre welcomes any recyclable materials to assist in the children's creativity. Bottles, lids, paper, milk cartons are wonderful aids to nurture children's imagination.

BIRTHDAYS

The staff encourages the celebration of children's birthdays. If you want your child's birthday to be celebrated, please discuss with educators. Cakes need to be nut free and an ingredient list provided. This is to ensure our children with allergies remain safe. Balloons, bubbles, stickers are another easy way to celebrate your child's birthday rather than lollies or chocolate.

CASUAL SESSIONS

Casual sessions are available for existing families. The cost is \$30.00 per child per session with payment required to the office at the commencement of the session. Please check with childcare staff to see if places are available.

CHANGES TO SESSION

Due to extensive administration requirements which includes; invoicing, financial records, register changes, attendance records changes an administration fee of \$15.00 applies. Changes include reduction in sessions, changing sessions from AM/PM or changing days. However increasing sessions without other changes are free of administration fees.

CHILDCARE AND KINDERGARTEN

If your child attends South Kingsville Kindergarten for 4 year olds, why not combine the two to make a whole long day of care. The kinder and childcare educators ensure a safe and positive transition for your child. Please speak to the educators for more information and to confirm availability.

CHILDREN AND FAMILIES

Here at SKCC we aim to provide a positive and safe environment for all children. There are some limitations on children's behavior at the centre. Staff members and parents need to be familiar with these and remind the children of them regularly.

- * We do our climbing outside
- * We walk inside and we can run outside
- * We use our quiet voices inside and we use our loud voice outside
- * We sit down while eating and drinking
- * We respect each other's rights
- * We look after equipment and use it properly

CHILDREN'S PROGRAM

The children's program is based on The Early Years Learning Framework. This framework has been developed to assist early childhood educators extend and enrich children's learning from birth to five years and through their transition to school. It is also designed to assist educators to provide young children with opportunities to maximise their potential and develop a foundation for future success in learning.

The framework forms the foundation for ensuring that children in all early childhood education and care settings experience quality teaching and learning. It has a specific emphasis on play-based learning and recognises the importance of communication and language including early literacy and numeracy and social and emotional development. The five learning outcomes are:

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

The program plan is based on the five learning outcomes and is displayed in the room. The plan is changed fortnightly and incorporates the children's interests and developmental needs.

Please feel free to contribute any ideas about your child's interests to staff to incorporate in the planning of the program. We welcome your input.

PROGRAM TIMINGS

| Morning Session | |
|--|---|
| 9.00am – Children arrive & Indoor Play | Experiences are made available & children make their choice according to their interests. |
| 10.00am – 11.00am – Outdoor Play | Children are invited to explore the playground area as well as encouraged to continue with their indoor activities. |
| 11.00am | Children are asked to return indoors and prepare for their morning tea in the way of washing hands, toileting. |
| 11.15am – Morning Tea | Children are invited to sit with one another and share morning tea. With the educators support children are encouraged to develop their social skills whilst interacting with peers and their teachers. Self-help and independence skills are practiced as children are encouraged to self select their fruit, scrape their plates and wash their hands once they have finished eating. |
| 11.45am – Group Time | The group comes together to engage in a group activity whether it be listening to a story, singing songs, dancing or playing musical instruments. |
| 12.00pm | Session comes to a close. |

| Afternoon Session | |
|--|---|
| 1.00pm – Children arrive & Indoor Play | Experiences are made available & children make their choice according to their interests. |
| 2.00pm-3.00pm – Outdoor Play | Children are invited to explore the playground area as well as encouraged to continue with their indoor activities. |
| 3.00pm | Children are asked to return indoors and prepare for their afternoon tea in the way of washing hands, toileting. |
| 3.15pm – Afternoon Tea | Children are invited to sit with one another. With the educators support children are encouraged to develop their social skills whilst interacting with peers and their teachers. Self-help and independence skills are practiced, as children are encouraged to self select their fruit, scrape their plates once they have finished eating. |
| 4.00pm – Group Time | The group comes together to engage in a group activity whether it be listening to a story, singing songs, dancing or playing musical instruments. |
| 4.00pm | Session comes to a close. |

CLOTHING

Please ensure all your children's belongings are labeled including their hats and bags. A spare change of clothes, regardless of your child's age should be kept in their bag in case of accidents. In the summer we recommend loose clothing that covers their shoulders (particularly girls), and hats that have a wide brim to protect your child's face and neck against the sun's rays. Please ensure shoes are properly secured to your child's foot and avoid sending your child dressed in thongs or crocs as these shoes can make outdoor activity such as climbing difficult to do.

In the wintertime please pack a coat and a warm hat such as a beanie as at times we can continue with outdoor play even in cold and windy weather.

CONFIRMATION OF PLACEMENT

In order for a place to be confirmed, the following apply:

- * A deposit of \$50.00 must be paid by the due date and is not refundable if the childcare place is NOT taken up. This payment is not an extra charge and will be subtracted from the fees. In case of a family deciding not to attend, this payment is not refundable.
 - * An enrolment form must be filled in for first time attendances
 - * The Childcare Team Leader must notify the Office that a placement has been approved for your child.
- Please note that places CANNOT BE HELD unless previous term fees have been paid in full.*

CULTURAL RELEVANCE

We aim to provide an environment and program that reflects, incorporates and respects the diverse multicultural make-up of our community. This centre recognises that child-rearing values and practices may differ within individual households. The centre respects cultural diversity and inclusion by encouraging children to share and demonstrate in their cultural beliefs and values with their peers and educators.

ENROLMENT

Prior to your children attending any regular sessions at the centre you must fill out an enrolment form. This must also be checked and updated if / when necessary. All questions on the enrolment form must be filled out and signed by either the parent or guardian. It is most important that we are informed of any change of address or telephone number, so that you or the emergency contacts you have listed may be contacted in case of sickness or accident. All children must have this form and emergency authorisation signed before they attend a session.

FEE INFORMATION

Current Fees

| Fees per Session | Full Fee | Concession |
|-----------------------|----------|------------|
| 1 child | \$28.00 | \$25.00 |
| Family rate per child | \$25.00 | \$24.00 |

Fee Policy

- This is an extract of the SKCC Childcare Fee Policy; the full policy is available for viewing in the main office or in the childcare area
- All fees are subject to change, please check with office staff regarding current fee schedule

Definitions

| Term | Action |
|-------------------|---|
| Exclusion illness | The Department of Human Services (DHS) has produced a list of illnesses they regard as exclusion illnesses. This list, which included the periods of exclusions required for the given illness, is displayed in the Childcare Service. Any child with one of these illnesses must not attend the centre as per the DHS guidelines |
| Extended Period | An extended period is defined as more than three sessions |
| Session | The three hour period that the childcare service available. A session is either 9am to 12pm or 1pm to 4pm. Sessions are available Monday to Friday |

Determining Fees

- The SKCC Board of Management determines fees, after having carefully considered any Government funding/grants available
- The Board of Management has discretion in considering any unusual requests
- While we will try to avoid any fee increases throughout the year, the Committee of Management reserves the right to alter fees at any time

Payment of Fees

| | |
|------------------------|--|
| At SKCC office | Cash, cheque, credit card or EFTPOS |
| By mail | Cheques made payable to South Kingsville Community Centre. Cheques must include Child's name and invoice number on the back. |
| By electronic Transfer | Details to pay the invoice by Electronic Transfer are included on the invoice or are available from the SKCC office |
| By telephone | Telephone 9399 3000 with credit card details |

Please note that childcare educators are not responsible for dealing with money/fees under any circumstances.

Issuing Invoices and Payment Options

- Please note the payment after the due date will attract a \$15.00 administration fee.

Hardship in paying fees

SKCC relies on fee collection for running costs. The Management has discretion in considering any issues of hardship. Parents should notify the office if they are having difficulty paying fees as soon as possible prior to payment being due to organise a fee payment plan, otherwise the procedure for collection of unpaid fees will be followed and the child's place may be forfeited.

Late Payment of Fees

Any fees unpaid by the invoice due date will incur an administration charge of \$15.00, including families that request a payment plan after the due date.

Variations to Fees Schedule

| Variation | Fees payable |
|---|--|
| Families with more than one child in the same session | Discount offered. Refer to current rates. |
| Concession Rates | Concession rates are available to families with current Health Care Cards that are applicable to the child. For entitlement the current Health Care Card must be presented. |
| Casual use | Regular session fees must be up to date prior to attendance. Casual attendance fees paid to office prior to attending the session. Receipt must be shown to childcare staff for attendance. |
| Withdrawal of a child from Childcare Service | All outstanding fees must be paid. Notification of 2 weeks is required, or the equivalent fees will be charged. Notification is required in writing and the date of notification will commence from the date SKCC receive the notification, not from the date it is written. |
| Child fills a vacant position part way through term | Fees payable on pro-rata basis. Fee payment schedule remains unchanged. |
| Family goes on holidays | Full rates are payable. |
| Families away for extended periods (more than three sessions) Maximum of one term | Full fees are payable. This must be organised prior to the period of absence otherwise places will be forfeited. Places can be held for maximum of one term. SKCC has the right to temporarily fill these places on a casual basis |
| Families away for more than the maximum of one term | SKCC is unable to hold places for longer than the maximum period of one term. Under extenuating circumstances the Team Leader will consider written application. One months notice is required as a minimum. |
| Child unable to attend due to illness | Normal fees apply. |
| Child unable to attend due to an exclusion illness | Normal fees apply. |

1 Refer to Definitions

2 Refer to Definitions

| Variation | Fees Payable |
|--|--|
| Extended absence due to ill health | Where a child is absent due to ill health for an extended period of time (more than 3 weeks continuously) we could negotiate some special arrangements. Providing we can fill the vacancy temporarily, the family could be refunded the cost of these sessions. This arrangement needs the approval of the Team Leader. |
| Child is attending childcare while parent is in an SKCC program/course | The holding fee rate will be charged. This is only applicable for the duration of the parents program/course. |
| Child of an SKCC employee (including SKCC program tutors/leaders and volunteers) | A discount of 25% will apply for staff working for a minimum of 10 hours per week. Note: Children are not to attend at the same time, as their parents are rostered on for duty. The discount applies for the duration of a person being employed as a Tutor or volunteer, once they cease their role, full fees will apply. |
| Child of an external tutor | Full fee rates will apply. |
| Hardship and other reasons for discounting fees or waiving certain payments | <p>The Committee of Management has the discretion in considering any issues of hardship.</p> <p>Parents should approach our office if they are having difficulty paying fees otherwise the procedure for the collection of fees will be followed. A written application may be required. Due to confidentiality reasons, SKCC will not discuss individual circumstances with other parties or organisations.</p> |
| Confirmation of allocated place | Payment of \$50.00 must be made PRIOR to any place being confirmed for any child. This payment is not an extra charge and will be subtracted from the fees. In case of a family deciding not to attend, this payment is not refundable. |
| <i>Changes to session</i> | Due to extensive administration requirements (re – invoicing, financial records, register changes, attendance records changes etc) an administration fee of \$15.00 applies. Changes include reduction in sessions, changing sessions from AM / PM, changing days. Increasing sessions <u>without other changes</u> are free of administration fees. |

GRIEVANCES

Who do I talk to if I have a concern or problem that may affect my child?

Parents are encouraged to discuss any concerns they may have in regard to the program, children's development, behaviour, progress, care, safety, or any other aspect related to the centre's operation. In the first instance we encourage parents to speak with the relevant staff member.

If not satisfied you can see the Team Leader, Sandra Wilkinson.

If you feel that your issues have not been addressed to your satisfaction, you can write to the Board of Management or you can contact:

Dept. of Education & Training,
Level 900/1 McNab Avenue
Footscray Victoria 3012 Ph.: 03 8397 024638912.

IMMUNISATION

Under the 'No Jab, No Play' legislation, before enrolling a child, early childhood services must first obtain evidence that the child is: fully immunised for their age OR on a vaccination catch-up program OR unable to be fully immunised for medical reasons. Conscientious objection' is not an exemption under the No Jab No Play' legislation.

ILLNESS

The well being of your child is of the highest priority in the centre and children must be kept at home if they are unwell. If the child has a communicable disease (e.g. cold sores, thrush, conjunctivitis, gastro-enteritis) they will not be allowed to attend. An Infectious Diseases list as set out by the Health Department of Victoria is on display on the window next to entrance door. This list outlines all necessary exclusions. Parents will be asked to take their child home if they become unwell while attending the centre.

Please be advised, the period of exclusion will be at the discretion of the team leader and educators, Doctor's certificate notwithstanding.

LAUNDRY

On occasion we ask parents to help our childcare room by taking a bag of laundry home. Items can include dress ups, cushion covers or towels. In the interest of health and hygiene and so we can maintain a clean environment we please ask for your help with this. A sign will be placed at the entrance where you sign your children in of a morning to let you know that we have washing to be done.

LIFE EVENTS

Please discuss with educators any occurrences in your child's life (family) that we should know about so that educators can better understand children's behaviour & meet their needs. For an example, the arrival of a new baby brother or sister.

MEDICATION

Educators must be notified if your child requires medication whilst attending childcare.

A medication book is available at the centre. If your child requires medication an educator must be informed and the parent/guardian fills in the necessary details into this book. All medication must be

clearly labeled with the child's name and the dosage required. Medication is not to be left in the child's bag but given to a staff member for safekeeping.

All medicine must be clearly labelled and left with appropriate staff

IMPORTANT

- Only medication prescribed by a doctor will be given.
- No medication will be given unless the **Medication Book** is filled in.
- Please DO NOT leave any medications in your child's bag.

Asthma and the child in care

Please note - If your child has asthma you are required to fill out an Asthma Plan with your doctor & return it to the centre where it will be placed on file and on our allergy board. An asthma management plan also needs to be completed with the team leader.

ORIENTATION AND FAMILY INVOLVEMENT

At SKCC we have an open door policy. New surroundings can create uncertainty for us all. Therefore we welcome new parents and guardians to visit our centre prior to their child starting with us. This not only allows the child to start the process of becoming familiar with their new surroundings but also gives you the opportunity to understand the activities the children engage in over the 3 hours your child is in our care. Family involvement is very important to us at SKCC so upon commencement parents and guardians are welcome to stay or visit with their child at any time and take part in their child's learning. For example engage in their child's play or read them a story.

PARENT'S RESPONSIBILITY

The quality of care and service standard that our centre provides is greatly enhanced through the involvement and responsibilities acknowledged by the parents.

Parent's responsibilities are as follows:

- * Paying fees on time
- * Signing children in and out of the centre
- * Completing and signing medication records as required
- * Immediately notifying the centre of any changes of address, phone numbers, emergency contact details or family custody orders etc.
- * Regularly updating your child's Immunisation records
- * Notifying the centre as soon as possible if your child will be absent
- * Notifying the centre as soon as possible of any infectious diseases your child may have
- * Communicating on a daily basis with the educators about your child
- * Provide nappies and wipes
- * Apply sunscreen and provide your child with a hat for terms 1 & 4
- * Notify by phone or in writing if someone other than authorised persons are to collect child
- * Filling out Anaphylaxis/ Asthma management plan (if necessary) and advising childcare staff of any known allergies

POSITIVE GUIDANCE

* This centre is committed to using a positive approach in guidance and discipline.

We aim to foster a warm and nurturing environment encouraging children to respect one another and treat each other the way they want to be treated.

* Adults influence behavior through their actions and their comments.

* Guidance and discipline must always encourage the individuality and confidence of children and aim to develop their self-esteem.

* As positive role models, the staff will promote an environment amongst the children, which is caring, reflects empathy and co-operation.

* Guidance and discipline must always encourage the individuality and confidence of children and aim to develop their self-esteem

If you require further information regarding approaches to specific types of behaviour, please ask staff for a copy of the centre's Behaviour Management Policy. This is on display on the notice board in the Childcare Centre.

SUNSMART POLICY

Our Centre's sun protection policy has been developed to ensure that all children attending this centre are protected from potential skin damage caused by the sun's harmful ultraviolet (UV) radiation. This policy will be implemented from the start of September through to the end of April as recommended by Sunsmart Australia.

A copy of the Sunsmart Policy can be found on display by the centre door.

Please let staff know if your child is allergic to our sun cream. If you do not wish for your child to wear sun cream a letter needs to be provided for our records. We ask parents to please apply sunscreen before each session.

STUDENTS AND VOLUNTEERS

On some occasions, we may have a student or volunteer who is wanting childcare experience. Students are not left alone in charge of any groups of children. If you have any concerns regarding students or volunteers, please speak to a regular staff member.

TOILET TRAINING

Toilet training is an important stage in your child's life. To assist in easing your child into this stage, please inform the educators, as we are here to help and encourage. Appropriate easy to pull down and pull up clothing such as elastic waist bands are strongly recommended, as this will provide independence at the toilet for your child.

In times of little accidents occurring, wet or dirty clothes will be put into a plastic bag and placed in your child's bag to be taken home as we do not have any laundry facilities.

WHAT YOU NEED TO BRING; A QUICK CHECKLIST

- * Each child needs to bring a bag containing a change of clothes (in case of accidents).
- * If your child is in nappies, please supply two extra nappies and wipes.
- * All items are to be clearly labeled.
- * All children must bring a hat for hot/summer days in terms 1 and 4.
- * Please apply sunscreen before the session for maximum protection. SKCC does supply sunscreen, but it is the parent's responsibility to make sure that their child is properly protected upon arrival.
- * Please let us know if your child has any allergies.
- * All children should bring a coat and a hat for cold days in terms 2 & 3
- * Each child is to bring a piece of fruit or vegetable (carrots, cucumber etc) for sharing
- * Drink bottles must only be filled with water.

WITHDRAWAL FROM CHILDCARE

- * All outstanding fees must be paid
- * Notification of 2 weeks is required, or the equivalent fees will be charged.
- * Notification is required in writing and the date of notification will commence from the date SKCC receive the notification, not from the date it is written

| Childcare Terms and Holidays 2018 | | |
|--|------------------------------|---|
| January | New Year's Day | Monday 1 January |
| | Australia Day | Friday 26 January |
| | Term 1 begins | Tuesday 30 January |
| March | Labour Day | Monday 12 March |
| April | Term 1 ends | Thursday 29 March |
| | Good Friday Easter Monday | Friday 30 th March Monday 2 nd April |
| | Term 2 begins | Tuesday 16 th April |
| | ANZAC Day | Wednesday 25 April |
| June | Queen's Birthday | Monday 11 June |
| | Term 2 ends | Friday 29 June |
| July | Term 3 begins | Monday 16 th July |
| September | Term 3 ends | Friday 21 September |
| October | Term 4 begins | Monday 8 Oct |
| November | Melbourne Cup Day | Tuesday 6 November |
| December | Term 4 ends | Fri 21 December |