

admin@busykidschildcare.com.au

(08) 8088 7033

<https://www.busykidschildcare.com.au/>



PARENT HANDBOOK

We are open Monday to Friday 7:30am to 5:30pm,
with the exception of public holidays and two
weeks over Christmas and New Years break.



BUSY KIDS
Child Care



INTRODUCTION



The Busy Kids Child Care Team would like to welcome you to our centre.

This handbook will provide you with important information you need to know about our centre to ensure the best possible start for your family at Busy Kids. It is yours to keep so you can refer to it throughout your time with us.

Centre Details:

Opening Times: Monday to Friday 7:30am to 5:30pm Centre Closure: Two weeks over the Christmas/New Years Period.

The centre is licensed by the NSW Department Education and all staff are required to abide by the Education and Care Services National Regulations and law 2011. Busy Kids are licensed to care for 38 children per day, aged from 6 weeks of age.

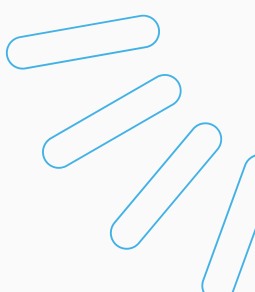
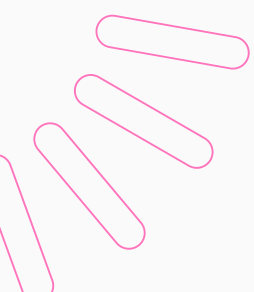
Phone number: 08 8088 7033

Email: admin@busykidschildcare.com.au

Website: www.busykidschildcare.com.au

Facebook: www.facebook.com/BusyKidsChildCare

Owena: <https://www.owna.com.au/>



CONTACTING US AND KEEPING INFORMED

DAY TO DAY CONTACT

- In person - at drop offs speak to room leader.
- Phone – (08) 8088 7033 - (recommended if important as we may not have access to the computer throughout the day)
Email – admin@busykidschildcare.com.au (Not urgent messages)

OWNA

Busy Kids uses OWNA for attendance, accounts, and programming. After your child is enrolled, you will receive an email with login details to access your child's information via OWNA website or app. Here, you can view learning observations, update collection permissions, upload immunisation history, report absences, and more. These features are also available on the OWNA app using the same login. If you haven't received your login details, please contact us at admin@busykidschildcare.com.au

FACEBOOK

We regularly post updates and information about activities at the centre on our Facebook page. Stay informed by visiting us at www.facebook.com/BusyKidsChildCare

WEBSITE

Our policies, staff information, and details about events throughout the year are available on our website at www.busykidschildcare.com.au

OUR PHILOSOPHY

Play: We believe in the power of play as a foundation for learning, exploration, and joy, fostering creativity and independence in every child.

Learn: We nurture a love for learning through hands-on experiences, encouraging curiosity, critical thinking, and skill development at each child's unique pace.

Nurture: We are committed to creating an inclusive, supportive environment that respects each child's individuality and promotes their well-being, growth, and sense of belonging.





PROGRAMMING

At Busy Kids ChildCare, we follow the Early Years Learning Framework (EYLF), the same curriculum used by preschools across Australia. This ensures we provide school readiness experiences to prepare your child for their next step in schooling, following all criteria set out in the curriculum. Our program is child-centred, built around your child's knowledge, strengths, interests, culture, and abilities, guided by their cues and ideas.

The EYLF consists of five key Learning Outcomes:

Children have a strong sense of identity.

Children are connected with and contribute to their world.

Children have a strong sense of wellbeing.

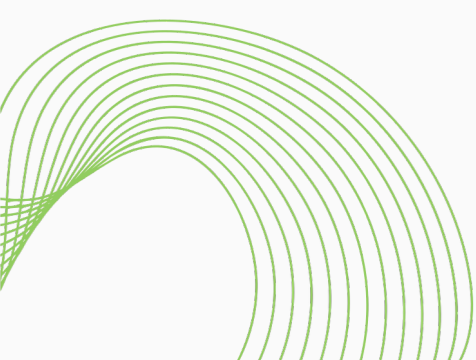
Children are confident and involved learners.

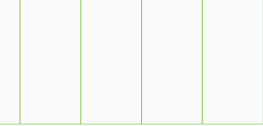
Children are effective communicators.

Our Educators use Xap to document and plan experiences for your child. Upon enrolment, you'll receive login details to access the Xap Guardian webpage or Xap smile app, where you can view observations and planned activities at your convenience.

We value your input and encourage you to share your thoughts or any relevant information about your child. You can do this in person, via email, phone, or through Xap or our Facebook page.

To learn more about our program, feel free to speak with your child's room leader or Educational Leader, who will be happy to guide you through it.





FEES AND CHARGES

ENROLMENT FEE

Busy Kids Child Care's enrolment fee is \$55.00. The fee is payable once your child has been allocated a position at Busy Kids. With payment of this fee, you will receive your choice of one of the following: a child size bucket hat, a T-Shirt, or a backpack.

DAILY FEES

Busy Kids Child Care fee is \$135.50 per day for Babies and Toddlers Rooms and \$130.50 per day for the Preschool Room. Casual Days are \$140.90 per day (current fees from 7th July 2025)

YEARLY RE-ENROLMENT FEE

There is a \$35 re-enrolment fee paid in September each year to re-enrol your child for the following year.

LATE FEE

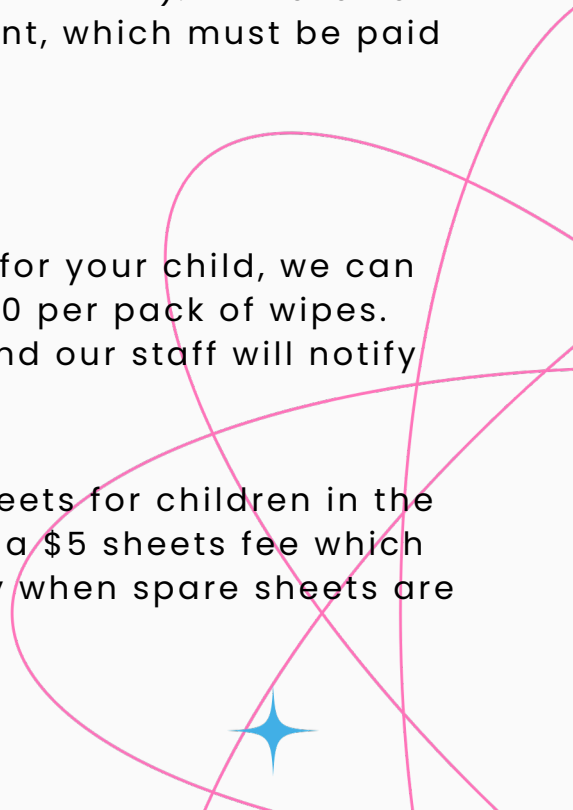
A late fee will be charged if your child is NOT collected and signed out from the centre by 5:30pm. The late fee is charged at \$30.00 for any part of the first 15 minutes and \$5.00 per minute thereafter. The late fee is payable upon collection of your child (CASH PAYMENT). If this is not paid it will be added onto your childcare account, which must be paid before their next visit.

NAPPY FEE

If you don't provide enough nappies and wipes for your child, we can supply them at \$10/ pack of 5 nappies and \$5.00 per pack of wipes. You may also leave a bag of nappies with us, and our staff will notify you when supplies are running low.

SHEETS FEE

We request that families provide a set of cot sheets for children in the Baby and Toddler room. If not supplied, there is a \$5 sheets fee which will be added to your account per child, per day when spare sheets are required to be supplied.



FEES PAYMENT & CHILD CARE SUBSIDY

FEES ARE PAYABLE BY

Direct Debit – this can be set up by the family within OWINA or you can complete a direct debit form. This needs to be set up before your child starts. **Please see office staff if you require assistance with this.**

All fees are required to be paid a week/fortnight in advance.

A receipt will be issued after payment has been received through OWINA. It is recommended that you retain your receipts for your reference

OUTSTANDING FEES

If direct debit continually bounces and fees are not paid, your child may lose his / her place. The place will be declared vacant and may be filled by another child. Your child will not be able to return to the centre until all unpaid accounts are finalised (**see Payment of Fees Policy**).

Please speak to the office staff if you are having difficulties in paying your childcare fees so we can arrange a payment plan to suit.

CHILD CARE SUBSIDY

The Australian Government offers financial assistance (Child Care Subsidy) to help with childcare costs. The subsidy is paid directly to your provider to reduce your fees.

To claim the subsidy, families must:

1. Apply through MyGov for the Child Care Subsidy
2. Provide Busy Kids with your and your child's CRN.
3. Provide the date of birth for yourself and your child.
4. Verify your enrolment with the centre via MyGov within 14 days (see the office staff for assistance).

If you don't know your CRN, call Centrelink at 13 61 50 (Mon-Fri) or visit the Blende Street office.

Note: Eligibility criteria apply. For more information, visit

<https://www.servicesaustralia.gov.au/>

Instructions on claiming the subsidy:

<https://www.servicesaustralia.gov.au/centrelink-online-account-help-claim-child-care-subsidy>



DROP OFF, COLLECTION & ATTENDANCE

At Busy Kids, we take the safety and well-being of your child seriously.

ATTENDANCE RECORDS

It is a legal requirement to sign your child in and out each time they attend the centre. Please ensure this is done promptly upon arrival or departure to avoid any late fees. If your child has an appointment during the day you need to sign them out when they leave and back in when you drop them off again.

COLLECTION OF CHILDREN

Only parents/guardians or authorised persons who are 18 years or older will be permitted to collect children. Please ensure a staff member is notified when you collect your child. If you are unable to collect your child, you must contact the centre and inform staff of the person who will be collecting your child. This person must be listed as an authorised contact on OWNA and be able to provide photo identification if they are unknown to the staff.

SIGN-IN AND SIGN-OUT PROCEDURES

The person dropping off the child must sign them in on the attendance record using the tablet at the front counter upon arrival.

The authorised adult (18 years or older) picking up the child must sign them out on the attendance record at the time of departure.

Please be aware that unless there are court orders in place, and a copy of those orders (either the original or a certified copy) has been provided to the Centre, staff are legally unable to restrict either of the child's natural parents from collecting the child or visiting the centre.

ABSENCES/ LEAVE

ABSENCES AND BOOKING CHANGES

Parents/Guardians are kindly asked to notify the centre in advance if their child will be absent.

The childcare subsidy may still be paid up to 42 days of absences per financial year, which may include annual leave, sick days, RDOs, and public holidays.

Please note that Busy Kids Child Care does not swap days for public holidays or other absences; however, additional days may be available depending on the centre's availability.

For any changes to bookings, a minimum of two weeks' notice is required to alter or cancel your child's enrolment. If you choose not to bring your child in for their final days of care, you will still be required to pay for those days. Full fees will apply for the last days of care, if the child is absent in line with Centrelink policy.

ANNUAL LEAVE

Busy Kids ChildCare is happy to offer parents two weeks of annual leave per calendar year at a reduced fee. This leave is equivalent to your child's usual attendance. For example, if your child is booked for three days a week, you will be allocated six days of annual leave per year. The balance is reset in the first week of January each year. To ensure you receive the annual leave rate, please inform the Centre staff and complete an annual leave form at least one week before the leave begins.

LEGISLATION

POLICIES AND PROCEDURES

We recommend that you take the time to read centre policies and procedures. These are put into place to ensure we operate effectively and to the best of our ability while at the same time we continue to learn grow and develop with our families, community and educators for the benefit of the service and those who access it. You can view these either in hard copy at the office, or on our website; www.busykidschildcare.com.au/policies. If you have any questions, please do not hesitate to talk to the office staff.

QUALITY ASSURANCE

The National Quality Standard (NQS) sets a high national benchmark for the early childhood education and care services. It promotes the safety health and well-being of children. Services are assessed and rated against the NQS by the NSW Department of Education.

THE SELF ASSESSMENT/ QUALITY IMPROVEMENT PLAN

Our Self-Assessment and Quality Improvement Plan is available for parents and families to view, either in hard copy in the office, or on our website; www.busykidschildcare.com.au/quality-improvement-plan. Please feel free to contribute your feedback or comments.

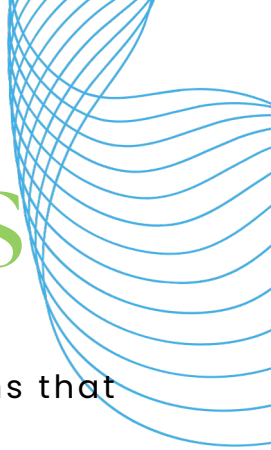
EVACUATION REHEARSALS-FIRE/LOCKDOWNS/MEDICAL DRILLS

An emergency procedure is displayed in each room. The centre will conduct drills every month, with the aim to ensure quick and safe response in the event of a real emergency. If you are present at the centre during a drill, you are legally required to participate.

EXCURSIONS

Throughout the year, children may have the opportunity to participate in excursions or incursions that complement and enrich their learning experiences. If you have any suggestions for exciting excursions or incursions, we'd love to hear from you! Please note, for your child to attend any excursion, written consent from a parent or guardian will be required.

HEALTH GUIDELINES



If your child contracts an infectious disease or shows symptoms that could spread to others, please keep them home and follow the necessary quarantine period. Busy Kids Child Care follows the guidelines in the Staying Healthy in Child Care Handbook. If unsure, it's safest to keep your child at home.

Sick children require extra care and attention, which can be difficult to provide in a group setting. This can affect staff's ability to care for other children and increase the risk of illness spreading.

Please keep your child home if they show any of the following:

- Fever (above 37.5°C) in the past 24 hours
- Took fever-reducing medication (e.g., Panadol or Nurofen) in the past 8 hours
- Started Antibiotics in the past 24 hours
- Cough, persistent runny nose (clear or green), or sore throat
- Diarrhoea or vomiting in the past 24 hours (or 48 hours during outbreaks in Broken Hill)
- Unexplained rash (please provide a doctor's note if diagnosed as non-contagious)
- Uncovered sores or wounds
- Swollen glands
- Unusual colour, behaviour, or if they just don't seem themselves

If staff feel your child needs medical attention or should be sent home, they will contact you. If you're unable to pick up your child, please arrange for an authorised person to do so.

A medical certificate may be required for your child to return, confirming they are no longer infectious.

Staff are not qualified to diagnose your child's condition but will voice their concerns based on their experience working with children. A copy of the Recommended Exclusion Guidelines for Infectious Diseases is available in the office.

Thank you for your cooperation in helping us maintain a healthy environment for all children and staff at Busy Kids!



MEDICAL GUIDELINES

At BusyKids Child Care, staff can administer prescribed medication to your child upon your request. To ensure the safety and proper care of all children, both parents and staff must follow the steps below:

- An Administration of Medication form must be completed.
- The medication must be in its original packaging, clearly labelled with your child's name and the prescribed dosage from a doctor.
- Medication must be handed directly to a staff member. (Please note, medication can not be left in your child's bag.)

All staff hold current approved first aid certificates, which are renewed every three years. In the event of a minor accident, staff will provide first aid and notify you.

If your child is injured or becomes ill while in care, we will contact you as soon as possible. In case of an emergency, staff will seek appropriate medical treatment for your child, which may include transport to the hospital by ambulance if necessary.

Following this, for the safety and well-being of all children in our care, please ensure the following items are not left in your child's bag:

- Medication
- Creams
- Poisons
- Cosmetics
- Plastic bags
- Cigarettes, lighters, and matches
- Mobile phones
- Safety pins/
- Rubber bands
- Money
- Sharps or dangerous goods

Thank you for your cooperation in helping us maintain a safe environment for all children.

ACCIDENTS/ INJURIES & BEHAVIOUR MANAGEMENT

ACCIDENTS AND INJURIES

AtBusyKids, we are dedicated to ensuring a safe and healthy environment for all children in our care.

Any incidents or accidents involving a child will be documented on an Accident/Illness form. An Accident/Illness form will be available for you to sign in the office upon collection.

If your child is involved in an accident or incident, you will be informed when you pick up your child. If necessary, we may contact you with a courtesy call and request that you collect your child.

If we are unable to reach you and your child requires medical attention, we will take the appropriate steps by contacting your emergency contact or calling an ambulance.

Please note that any medical expenses incurred will be the responsibility of the parents or guardians.

BEHAVIOUR MANAGEMENT

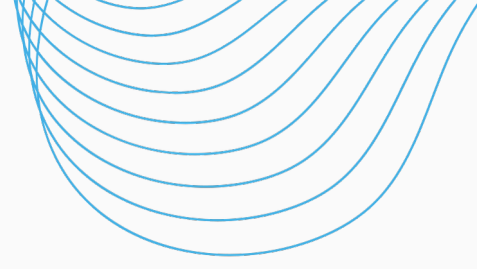
ItisthePolicy of Busy Kids tofocus on encouragement and positive guidance, rather than discipline. We try to identify why a child is behaving in a certain way and try to encourage more acceptable behaviour. Families can help with this by keeping Busy Kids staff informed as parents are the expert when it comes to their child. At no time will Busy Kids Child Care staff discipline a child using physical punishment.

HOW CAN I PREPARE MY CHILD FOR CARE?

It's normal for some children to feel hesitant about staying in care, especially if they're unfamiliar with the environment or haven't been left with others before. Here are some tips to help make the transition smoother for both you and your child.



- **Visit the centre:** Bring your child to visit the centre and meet the staff before their first day. This helps them become familiar with the environment and the caregivers.
- **Be honest and reassuring:** Let your child know you'll return after your work or appointment. Avoid saying you'll be back soon if you'll be gone for a longer period, as this may cause distress when you don't return as expected.
- **Keep goodbyes short:** Say goodbye calmly with a quick hug and kiss. Avoid lingering or sneaking away.
- **Stick to a routine:** Children feel more secure when there's consistency. Try to follow the same drop-off and pick-up routine each day.
- **Check-in if needed:** If you're concerned after leaving, feel free to call and ask how your child is doing. It's normal for children to feel upset at first, but they often settle once engaged in activities.



WHAT TO PACK?

- **Nappies, Wipes and nappy cream:** Please provide plenty of nappies and wipes. Generally, 4-6 nappies a day is recommended.
- **Cot Sheets:** If your child is in the Baby or Toddler room, bring a fitted cot sheet, top sheet/blanket, or sleep sack for rest time.
- **Bucket hat:** A sun-safe bucket hat is required for outdoor play. *Busy Kids hats are available to purchase in the office.*
- **Sunscreen:** If your child has sensitive skin, please provide sunscreen clearly labelled with their name. Apply sunscreen before arriving, as it needs to be on for 20 minutes before outdoor play.
- **Spare Clothes:** Children need spare sets of clothes for toilet accidents, spit up or during the warmer weather – for water play.
- **Comfort Items:** Bring a dummy or comforter if needed.
- **Water & Milk Bottles:** Only water or plain milk is allowed (no juice, cordial, or soft drinks). Please label all bottles.
- **Food:**
 - Morning Tea: A healthy snack – Fruit or veg
 - Lunch: Wrap/sandwich, leftovers
 - Afternoon Tea: Muffin, Rice cake, fruit or veg
 - Late Snack (if collected late): Rice cakes, biscuits

TOYS FROM HOME

At Busy Kids, we provide a wide range of toys and resources for the children to enjoy. To prevent toys from getting lost or damaged, we ask parents not to bring toys from home. The only exception is comfort items for rest time, which should either be handed to your child's educator or kept in your child's bag until needed.

Lost Property: All personal items such as shoes, bags, containers, and drink bottles should be labelled with your child's name. Please regularly check the lost property box in the foyer. Unclaimed items will be donated to charity at the end of each Month.

Staff will do their best to ensure items are put in bags, however, Busy Kids are not responsible for lost articles whilst at the centre (this includes toys from home).



FOOD AND DRINKS



Please ensure that you provide enough nutritionally balanced food and water for your child throughout the day.

A healthy diet is essential for a child's development.

At Busy Kids Child Care, our staff will encourage your child to choose nutritious items from their lunch box before selecting other foods. Our staff also role model healthy eating and drinking habits, with staff only consuming water while with the children.

~~Please note that Busy Kids is a nut-free zone.~~

~~Grapes must be cut in half long ways.~~

LUNCH BOX IDEAS:

Morning Tea:

- Fresh fruit
- Vegetables
- Yoghurt
- Cheese stick

Lunch:

- Sandwich/Wrap with ham, cheese, vegemite, chicken, or cold meats.
- Leftovers from dinner, such as pasta, casserole, or rice dishes

Afternoon Tea:

- Sultanas
- Carrot or celery sticks with cream cheese dip/ hummus
- Cheese and crackers with fritz or kabana
- Homemade snacks - pickets, muffins
- Rice crackers

If you are struggling for ideas – feel free to ask one of our staff for suggestions, or visit <https://healthylunchbox.com.au/> for a range of healthy lunch box ideas.



CLOTHING AND FOOT WEAR

Throughout the day, your child will engage in a variety of activities, both indoors and outdoors, so it is important that they are dressed appropriately for their safety and comfort. Children who are dressed in thongs, singlets, cap hats, or dresses without sleeves will receive a note home asking to bring appropriate clothing, as these clothing items do not align with our sun safety policy. It is essential for your child's protection from harmful UV rays that they wear appropriate clothing, such as hats with full brims, sleeves, and sun-safe footwear.

We prioritise sun safety to help prevent sunburn and long-term skin damage, ensuring that all children can enjoy outdoor activities safely.



FAMILIES INVOLVEMENT



KEEPING US INFORMED

We encourage you to share any information that might help your child's Educator better understand their needs. For example, details about eating or sleeping routines can greatly assist us in providing the best care possible for your child. We also welcome and value your feedback! It's a vital tool for helping us continually improve the quality of care we provide. If you have any concerns, please don't hesitate to bring them to the room leaders attention. Our goal is to address any issues promptly and professionally to ensure a positive experience for everyone.

PARENT TEACHER INTERVIEWS

Parents are most welcome to discuss their child's progress or concern, with Staff and/or Director. To arrange an interview, please contact the room leader or office staff to set a mutually convenient time.

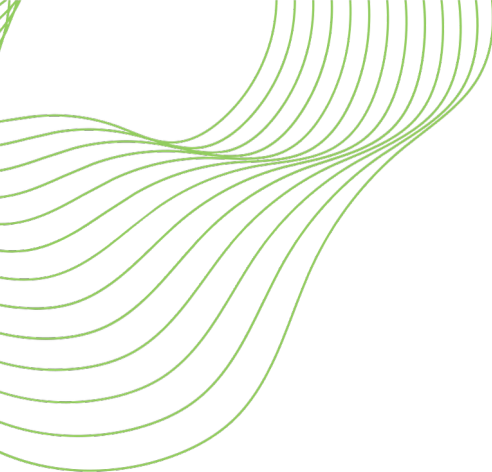
BUILDING STRONG CONNECTIONS

At our centre, we believe in fostering a strong link between families, staff, and management. Parent participation is something we truly value and encourage - it's an integral part of what makes our community so special.

If you have any interests or skills you'd like to share with us, we'd love to hear from you! Whether it's introducing us to your culture and traditions, helping with a cooking activity, or lending a hand on excursions, your involvement enriches our service and creates lasting memories for the children.

BENEFIT OF PARENT INVOLVEMENT

- Parent participation is important for many reasons. It helps the service, and sends a strong positive message to your child that you support them and are part of their childcare world
 - Helps develop strong relationships between families, staff and management
 - Shows your child you are comfortable within our centre
 - Gives you an understanding of your child's day and the operation of our service
- 



THANK YOU

Thank you for taking the time to read our Parent Handbook. We're excited to have your child with us and look forward to a great partnership in supporting their growth and development. If you ever have any questions or need assistance, please feel free to reach out. We're here to help!

Busy Kids Child Care



BUSY KIDS
Child Care



BUSY KIDS IS EXCITED TO ANNOUNCE WE WILL BE EXPANDING!

Exciting News from BusyKids Child Care

We are pleased to announce that our expansion development application has been successfully approved, and construction is now underway to the left of our existing building.

This expansion will allow us to offer more places for local families, supporting the growing needs of our community.

Waiting list is now open!

Families interested in securing a place can access waitlist forms online via our website or visit our centre to collect a form in person. Our office staff are happy to assist with any questions.

Registrations of interest are now open for employment, please see office staff for more information.

During the construction period, Busy Kids Child Care will continue operating as usual. We have procedures in place to ensure:

- The safety and wellbeing of all children at all times
- Daily operations run smoothly without disruption

We appreciate the ongoing support from our families and look forward to sharing more updates as our expansion progresses. For more information, please contact us or visit our website.

Busy Kids Child Care Team



BUSY KIDS
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