



Pedder Patter Child Care Centre Inc.

Family Information Handbook

July 2018

Introduction:

This booklet is designed to provide families/guardians with important information about how our Long Day Care program operates and what is required of families/guardians that use our service. We hope that the information assists in providing a positive experience for you and your child. It should be read in its entirety and if you have any questions, please feel free to contact us on 6344 9993.

History

Pedder Patter Child Care Centre Incorporated was established in 1988 at its current site of 21 Pedder Street, South Launceston. It was initially set up for the needs of parents who worked at the nearby Launceston General Hospital. After initiation by the nursing profession, a Commonwealth Grant was obtained and, with the Launceston City Council acting as sponsor for the funds, the site in Pedder Street was purchased. A Committee of voluntary members was duly elected at the first AGM held at the LGH and the Pedder Patter Child Care Centres Inc was opened to the public in November 1988 as a Long Day Care Centre.

Current Governance

Currently PPCCC is run by a Board made up of families who attend Pedder Patter and members of the community. It is a Not-for-Profit, community based service. The AGM is held in November each year and new members are always welcome.

PPCCC provides a 50 place Long Day care service for children aged 0 - 6 years, 2 OSHC programs (West Launceston and Youngtown Primary) catering for children aged 5 - 12 and a Pre-school program at West Launceston catering for children aged 3.5 - 5.

Mission Statement

PPCCC is a community-based, not-for-profit organisation providing high quality personalised child care to children within a safe, nurturing and stimulating environment.

Management and staffing

In January 2017 Jann Williams was appointed as Centre Manager. Jann came to Pedder Patter with over 25 years' experience working in Education and Care Services. In recent years, she has worked as an Education and Care consultant, supporting services across Tasmania to meet the National Quality Standards, as well teaching Certificate III in Early Childhood Education and Care and Diploma of Early Childhood Education and Care.

The Centre Manager and Educators are all highly qualified professionals, each chosen for their skills, experience and genuine commitment to Education and Care.

Jann has a strong commitment to working in genuine respectful partnership with all families.

Please feel free to contact Jann at any time email: jann@pedderpatter.org.au

Pedder Patter Long Day Care Learning environments

The Long day Care service has four learning environments, each catering for the individual needs of a different age group. Each room has a separate age appropriate outdoor environment.

Rebates

Families using our program are eligible to apply for fee subsidy for having their child/children in care under the Commonwealth Governments *Child Care Subsidy Scheme*.

Further information on your entitlements under the *Child Care Subsidy Scheme* can be obtained by contacting your nearest Department of Human Services office or visiting the following website: www.humanservices.gov.au

What Happens to Information Collected by Pedder Patter

PPCCC requires information from families to provide the best possible care for your child/children and administer CCMS (Child Care Management System). The information collected by us is kept in accordance with the *Information Privacy Act 2000* and the *Health Records Act 2001*. All the information collected is stored securely, remains confidential and is only accessed by the appropriate staff. For further information and questions on what happens to your information or if you would like to gain access to your records, please contact us on 6344 9993.

Main Office

21 Pedder Street, South Launceston Tas 7249

Ph: 03 6344 9993

Email: admin@pedderpatter.org.au

Web: www.pedderpatter.org.au

Education and Care Unit

PPCCC is registered with the Education and Care Unit, Department of Education (Tasmania).

The service is also registered with ACECQA – *The Australian Children's Education and Care Quality Authority*. ACECQA is the national body that introduced the National Quality Framework in 2012. The *National Quality Framework* raises quality and drives continuous improvement and consistency in Australian Education and Care services.

Established in 2012, the NQF applies to long day care, family day care, preschool/kindergarten and outside schools hours care services.

Authorised Officers from the Education and Care Unit conduct *Assessment and Rating* visits to observe services practices.

Responsibility of Families

To enable PPCCC to provide the best possible service and to ensure families meet the requirements associated with offering the Child Care Subsidy Scheme, we rely on the cooperation of families to complete several tasks.

For families to receive reduced fees using Child Care Subsidy (CCS), you are required to:

1. Contact Department of Human Services to advise your intention to use Pedder Patter Child Care Centres, Long day Care (LDC), prior to starting care;
2. Sign your child/children in and out of the Centre each day they attend.

Families are required to notify PPCCC if the following occurs:

1. You have used absence days in other approved Child Care Services during the year or other Vacation Care Programmes during the current financial year;
2. You have other children in another approved care service whilst your child is attending Pedder Patter;
3. Your contact details have changed or are incorrect;
4. If your child will be absent for a particular day.

Who Can Use the Long Day Care Centre

Our Centre is open to all children of families who are eligible under the *Commonwealth Governments Child Care Subsidy Scheme* and/or Priority of Access guidelines.

PPCCC is committed to providing care an inclusive environment and we welcome families from diverse backgrounds, which includes children with additional needs.

How Places are allocated

Places will be allocated to families who wish to use the Long Day Care program in the following order:

1. Families with a child at risk;
2. Families who are working, studying or looking for work;
3. Families who are applying for respite;
4. Other.

Places are also dependant on whether families:

1. Have no outstanding fees with Pedder Patter Child Care services Inc. ;
2. Have submitted the enrolments form;
3. Have contacted Department of Human Services in relation to CCS and a Customer Reference Number (CRN).

Collection of children

Families are required to notify the Centre immediately if they are going to be late collecting their child after the closing time.

If children are still at the Service 15 minutes after closing time and families have not made contact with the Centre, the educators will contact the emergency contact person to arrange collection of the child/ren.

Late fees apply for collection after the centre closes – refer to *Fee Payment Policy*.

Policies

Please note all policies are available for viewing on request from the Office.

Family and Child Grievance Procedures

PPCCC has a family grievance policy

Please forward any formal grievances in the first instance to Jann Williams Centre Manager

Email: jann@pedderpatter.org.au

Or alternatively to Board

Email: ppboard0@gmail.com

Policy Name: Fee Payment – All Services

Aim:

To provide a clear and precise set of guidelines for the setting, payment and collection of fees to ensure the viability of Pedder Patter Child Care Centre Inc as a not-for-profit service.

Explanation:

Pedder Patter CCC is a not for profit organisation. Families need to be aware that we rely on prompt fee payments to assist the centre with meeting other costs. Families are informed of all fees payable at time of enrolment. Fees are set by the Board and are reviewed on an ongoing basis.

Regulations:

The Australian Children's Education and Care Quality Authority (ACECQA), National Regulation 172 (2) states:

The approved provider of an education and care service must ensure that parents of children enrolled at the service are notified at least 14 days before making any change that will affect the fees charged or the way in which fees are collected.

Fees:

- Families must provide the child's and family's Customer Reference Numbers (CRN) for their enrolment to be formalised and must register at MYGOV before any care commences;
- Pedder Patter CCC charges fees two weeks in arrears on a fortnightly basis;
- Fees must be paid fortnightly;
- Statements are sent out fortnightly, by email;
- Pedder Patter CCC reserves the right to suspend or cancel any families enrolment for the following year where the previous year's fees have not been settled in full;
- Pedder Patter does not charge for public holidays;
- Fees are subject to increases annually in line with the financial year to a minimum of the annual CPI index;
- Families will be notified at least 2 weeks prior to fees being increased.

Payment Method and Fees

All payments are to be made through Debitsuccess. Payment forms are included within the Enrolment package.

LDC Families are able to order celebration cakes for their children, which are made on site. Cakes must be ordered 2 weeks in advance and will be charged at a flat rate of \$15 to families accounts.

Fees as at 2 July 2018:

Fees are charged at the following rates and are adjusted accordingly with Child Care Subsidy (CCS) if applicable.

Long Day Care – Opening hours 7.30 am – 6.00 pm - Includes nappies, morning tea, hot lunch and afternoon tea daily.

AGE	DAILY RATE
Up to 2 years	\$112.50
2 - 3 years	\$105.00
3+ years	\$103.00

Pre School

Short day (8.30 am – 3.00 pm)	\$70.50
Short day (excursion during holidays)	\$77.00
Long day (8.30 am -5.30 pm)	\$83.00
Long day (excursion during holidays)	\$89.00

OSHC After School Care - Opening Hours 3.00 pm – 6.00 pm

Permanent booking	\$30.50
Casual booking	\$34.00

Please note: a permanent booking is where a child attends the same days each week on a continuous basis. A casual booking is when a child is booked in ad hoc, where there are spaces available.

Vacation Care – Opening Hours 8.00 am – 6.00 pm

Daily	\$63.00
Excursion fee	\$81.00

**A 5% discount applies for children attending 5 days a week.

Overdue Accounts:

- Any accounts that are 14 days in arrears will receive formal notification that they have seven days to settle the account and/or implement a payment plan;
- If no response is received after this time, care will be cancelled with immediate effect;
- If families leave the Centre with monies owing, the account will be placed into collection and families will be liable for all collection fees.

Fee Subsidies:

- Child Care Subsidy (CCS) assists families with the cost of approved child care;
- CCS is paid directly to child care services to reduce the fees. Fee reductions are based on an estimation of adjusted taxable income, with reconciliation after the end of the financial year.
- Further details are available at:

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

https://docs.education.gov.au/system/files/doc/other/nccp_brochure_-_print_version.pdf

Absences and Holidays:

- Full fees apply when a child is sick or absent for any reason;
- Families must notify the Centre as soon as possible if their child will not be attending care that day.
- Families are entitled to 20 days per year of holidays;
- Holidays are charged at 50% of the full fee;
- Written notification must be received of holidays at least fourteen day's prior to the child taking holidays; either via email or by completing a Holiday form. All correspondence must be forwarded directly to the Pedder Patter office or email admin@pedderpatter.org.au
- If less than fourteen day's notice is given, full fees will apply;
- Pedder Patter CCC is closed between Christmas and New Year. Families will be given a minimum of one month's notice of the date the centre is closed;
- LDC and Pre-School families are charged a holding fee for the Christmas break of \$20 per normal booking day; this fee applies from the Christmas break until the children's booking resumes the following year.

Changes to Bookings:

- Any changes to a child's permanent booking must be given fourteen day's in advance.

Discontinuation of Care:

- Notice must be given in writing fourteen day's prior to the cancellation of a booking;
- If less than fourteen day's notice is given, families are required to pay normal fees until the end of the 2 weeks even if the child does not attend care;
- CCS does not apply if the child is absent on their last day. This is governed by Department of Human Services.

Late Collection Fees:

- A late fee of \$25.00 will be charged for each 15 mins or part thereof for late collection after the advertised closing time of the service.
- Extraordinary circumstances, for example, a traffic accident or vehicle breakdown, will be considered at the discretion of the Centre Manager (written evidence may be requested).

Developed By: Board & Centre Manager

Scope: Families

References: NQF QA 7

Education and Care Services National Regulations 168

A Guide to Australian Government Payments 2015

Date approved: 5 June 2018

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Next review: Reviewed May 2019