



Blooming Stars

Child Care & Kinder

Nurturing Every Child To Shine

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Parent Handbook

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

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



Blooming Stars
Child Care & Kinder
Nurturing Every Child To Shine

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

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

***Welcome to Blooming Stars
and thank you for choosing.
the right place for your child’s
best care and education.***

***Our doors are always open.
Families are welcome to visit us at any time.***

1. About Blooming Stars

“Our goal is nurturing every child to shine”

Blooming Stars Child Care Centre has been created with a vision of providing the best care and education for the children in the community.

We believe in supporting the growth and development of each child as a unique individual. And we believe in providing a nurturing, safe, and inclusive environment that fosters creativity, curiosity, motivation and a love for learning.

Our services include Long day care and Pre-school care. It operates throughout the year **from Monday to Friday between 7:00am and 6:00pm except public holidays**. It is a 27 Children capacity Centre, and our every educator works with a goal of nurturing every child to shine in their life.

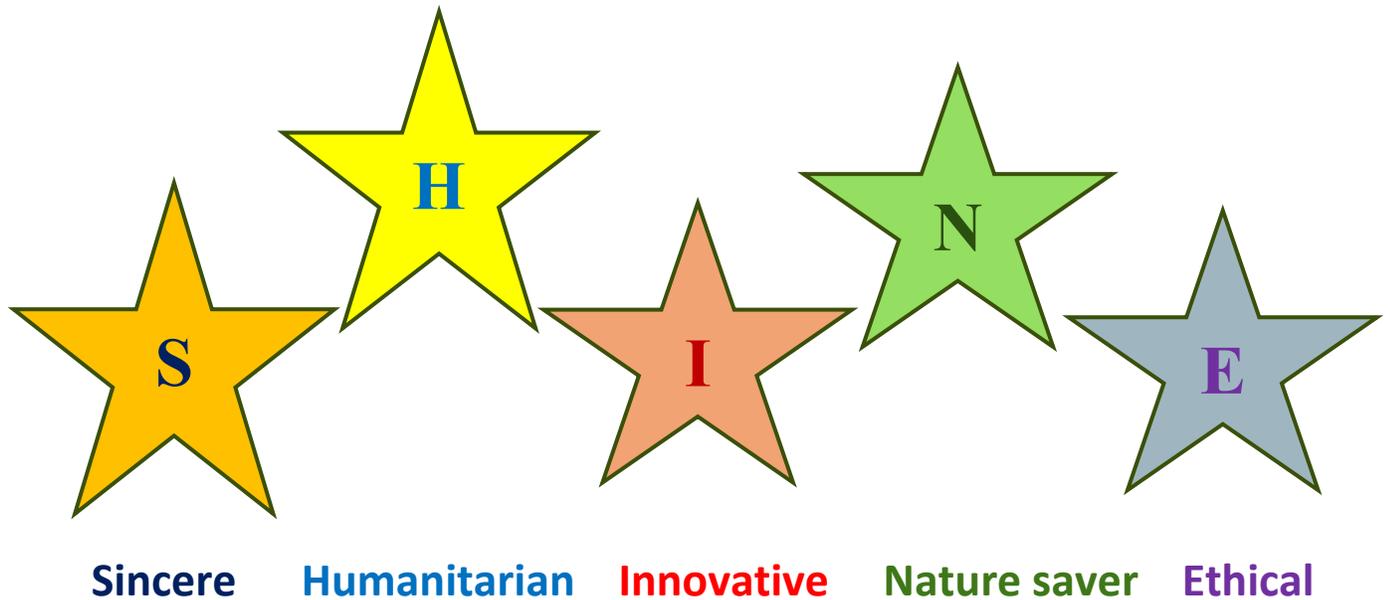
Our curriculum at Blooming Stars Child Care Centre is designed to meet the physical, emotional, social, and cognitive needs of each child. We offer a play-based approach that encourages exploration, problem-solving, and critical thinking.

Our teachers at Blooming Stars Childcare Centre are dedicated professionals who are passionate about working with children. They are trained in child development and early childhood education and are committed to providing a high-quality learning experience for your child.

Our vision is sowing good discipline, kindness, humanity and positive and inclusive thinking in every child along with healthy physical, emotional, cognitive and social developments to create a better community for a

sustainable future and supporting the families and communities in all the ways possible.

Our mission is that when the children leave our center at the age of 5, we want them to leave with full “**SHINE**” of following **values**.



2. Our services

Our curriculum is developed based on the Australian Government approved Early Years Learning Framework for our service having 0-5 years children.

Our passionate educators will thrive to deliver high quality educational practice and care programs that consist of all play-based learning which can attract the Children’s interest and motivate them to participate and learn with enthusiasm. This will ensure all children become active and capable learners.

We design the program such a way that information is incorporated drawing from different cultures, so that every child can feel that every body’s culture

is recognized which in turn can help them to develop a strong sense of identity and feel a sense of belonging when they experience in our Centre.

Further, we are highly responsive to feedback from families, and we provide opportunities for them to participate starting from the educational program development as well during day-to-day practice of our care and education program.

We support Aboriginal communities and provide a holistic approach to education.

Our educators are hand-picked through interviews and strong references, based on their cultural sensitivity, level of education and training, diverse backgrounds and individual qualities. We value the skills, knowledge, and life experience our educators bring and encourage autonomous teaching.

3. Fees, Childcare Subsidy and attendance

We have a Fee policy explaining Fees, Child care subsidy, Bond, Notices, Holiday discounts and attendance details. Our Fee policy is attached as Appendix- A on page 10.

4. Communication with parents

We have the OWNA software in place to efficiently manage the Communication. A Parent Cheat Sheet has been provided by OWNA for viewing the information about the services for their child and every parent

can communicate as well through OWNA software. A copy of the Parent Cheat Sheet is attached as Appendix – B on Page 18.

Also, we collect information from parents when they drop and pick up the children every day.

In addition, we offer the following methods of communication:

- Emails
- Phone calls.
- Messages through phone
- Face-to-face meeting
- Parents meet every three months.

5. Enrolment process

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

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

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

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

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

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

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

You will be still able to enroll the child with us even if your CCS is yet to be approved. However, you will be required to pay us in full until the CCS eligibility is approved. Centrelink usually back date the previous payments up to 28 days.

6. Orientation days

We offer two orientation days before the first day of care. We prefer the orientation days to be in the previous week of the start. Each orientation day consists of two hours. Generally you do not need to bring with you anything with you on the orientation days as everything will be provided at the center.

We will ask you to leave your child with us and come back so that your child get used to the environment and educators in your absence.

7. First day

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

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

We encourage parents to leave the child in the center with a quick good bye for their own sake. We also encourage you to leave your child with us for shorter day duration for first few days if it is practicable.

8. Appendix A - Fee Policy

FEE POLICY

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP

Policy Statement

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 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.

Goals / What are we going to do?

To enable our service to provide high quality early education and care for children we need to ensure we are financially viable at all times. Our service's financial health and access to our service will be maximized by ensuring families are aware of all fees and fee payment requirements upon enrolment.

Strategies / How will it be done?

Fee Payable/Accounts

- ◁ The Approved Provider will determine the required fee level to meet budget prediction for the year.
- ◁ The fee schedule and fees payment policy will be fully explained to families during the enrolment process.
- ◁ Fees payable will be based on either daily or weekly amounts.
- ◁ Families will be given a minimum of 14 days' notice of any fee increase.
- ◁ A statement of fees will be sent to parents/guardians through our application OWNA at any time.
- ◁ Families are required to pay fees in advance. A dated receipt, in accordance

With Australian Government guidelines will be provided for each payment.

◁ Families are required to pay fees on public holidays if the holiday falls on their regular booked day.

◁ Fee payment will be recorded according to Australian Government guidelines. Families may also view details about their childcare usage and total fees charged and the fee reductions calculated by Services Australia (Centrelink).

◁ Families should contact the service to advise of their child's inability to attend as soon as this is known. Fees will still be required on days the child would normally attend. We do not offer make-up days for the absent days.

Our sessional fees:

	Amount
Less than 8-hour session	\$135
8-hour sessions	\$135
9-hour session	\$135
10-hour session	\$135
More than 10-hour session	\$135
Casual day booking	\$145 if available

Note: As per regulations, we do not accept any cash payment for the fee.

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

◁ 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
Less than 2 weeks of holidays	15%	At least TWO weeks before the holiday
Between 2 to 4 weeks of holidays	20%	At least TWO weeks before the holiday
More than 4 weeks of holidays	25%	At least FOUR weeks before the holiday

Childcare Subsidy System CCS

◁ 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.

Bond

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

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.

Overdue Fees

◁ Parents/guardians with overdue fees will be encouraged by the Nominated Supervisor to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan. If this is not done, or the agreed.

arrangements are not kept; the matter may be referred to a debt collector and/or cancellation of the child's booking may occur.

Late Collection Charge

◁ Our service reserves the right to implement a late collection charge when parents/ guardians have not collected their child/ren from the service before closing time. This charge will be set at a level determined by the Committee of Management and based on the service's need to recoup expenses incurred in employee overtime wages.

Roles and Responsibilities

Role	Authority/Responsibility For
Approved Provider	<p>◁ Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011.</p> <p>◁ Reviewing the current budget to determine fee income requirements.</p> <p>◁ Developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability.</p> <p>◁ Considering any issues regarding fees that may be a barrier to families enrolling at the service and removing those barriers wherever possible.</p> <p>◁ Providing parents/guardians with a regular statement of fees and charges.</p> <p>◁ Ensuring that the Fees Policy is readily accessible at the service. Notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected.</p> <p>◁ Ensuring a notice outlining the fees charged by the service is displayed prominently in the main entrance to the service.</p> <p>◁ 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:</p> <ul style="list-style-type: none"> » The provider and parents contact names and details. » The date the arrangement is effective from
Nominated Supervisor	<p>◁ Providing parents/guardians with a regular statement of fees and charges.</p> <p>◁ Collecting all relevant information and maintaining relevant documents regarding those with entitlement to concessions, where applicable.</p> <p>◁ Notifying parents/guardians within 14 days of any proposed</p>

	<p>changes to the fees charged or the way in which the fees are collected.</p> <ul style="list-style-type: none"> ◁ Ensuring a notice outlining the fees charged by the service is.
Early Childhood	<ul style="list-style-type: none"> ◁ Referring parents'/guardians' questions in relation to this policy to the Approved Provider or Nominated Supervisors.
Families	<ul style="list-style-type: none"> ◁ 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

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 18 months.

Families and staff are essential stakeholders in the policy review process and will be given the 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 utilize the service; the fees charged or the way in which fees are collected.

RELATED GUIDELINES, STANDARDS, FRAMEWORKS

◁ National Quality Standard, Quality Area 7: Governance and Leadership – Standard 7.1

SOURCES

<https://www.education.vic.gov.au/Pages/default.aspx>

◁ Australian Children's Education and Care Quality Authority (ACECQA) –
www.acecqa.gov.au

◁ CCS Information –www.humanservices.gov.au/individuals/services/Centrelink/child-care-subsidy

Related Legislation

◁ Education and Care Services National Law Act 2010

◁ Education and Care Services National Regulations: Regulation 168(2)(n)

◁ Family Law Act 1975

REVIEW

Policy Reviewed By	Approved Provider	Policy Reviewed	Next review update
Parthiban PS	Parthiban PS	Feb-2024	Jul-2024



9. Appendix B - OWNA Parent Cheat Sheet



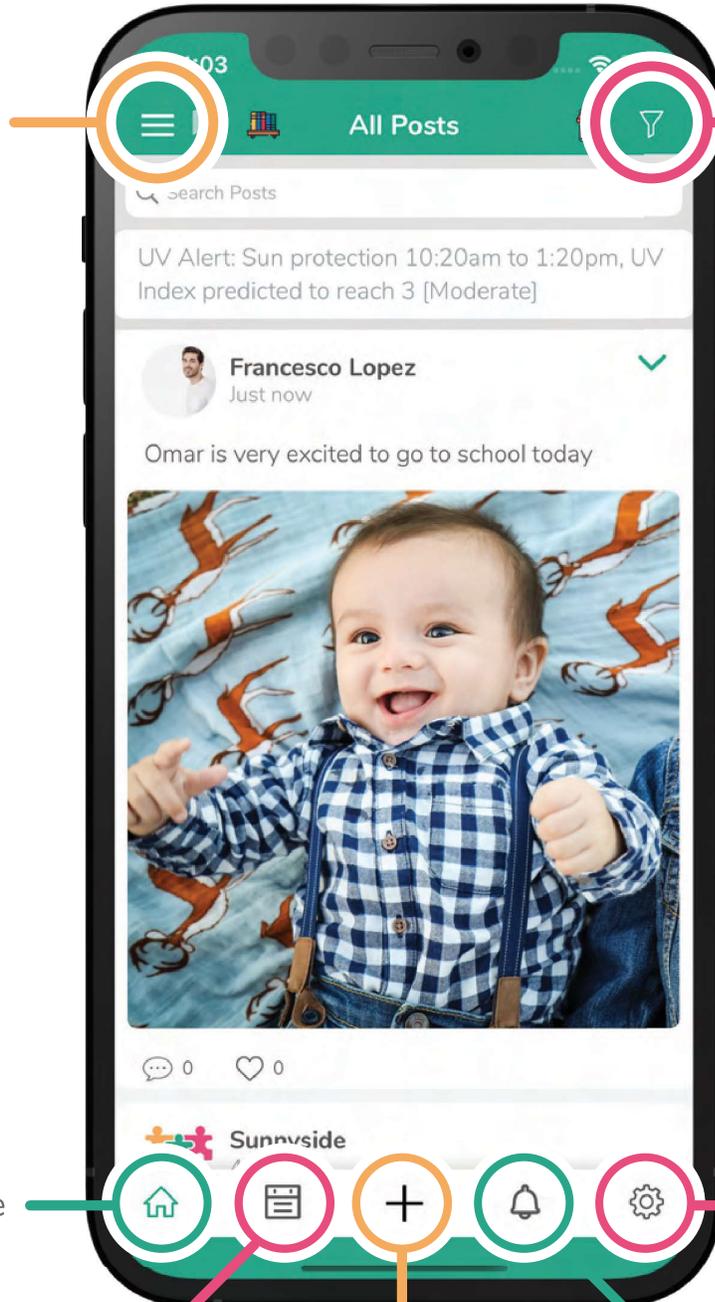
Parent's Cheat Sheet

- 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

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

- daily information
- invoices
- reports
- records
- forms
- documents



- filter your posts
- by room
- by popularity

• home page

- settings
- change details
- change password

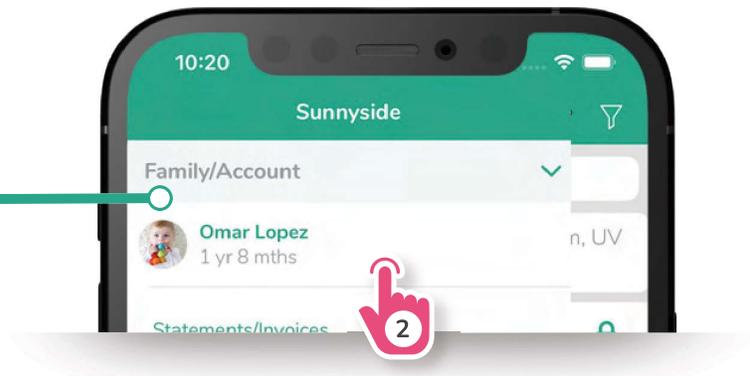
• calendar

• notifications

- create post
- casual bookings
- handover form
- mark child not attending

Daily Information

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

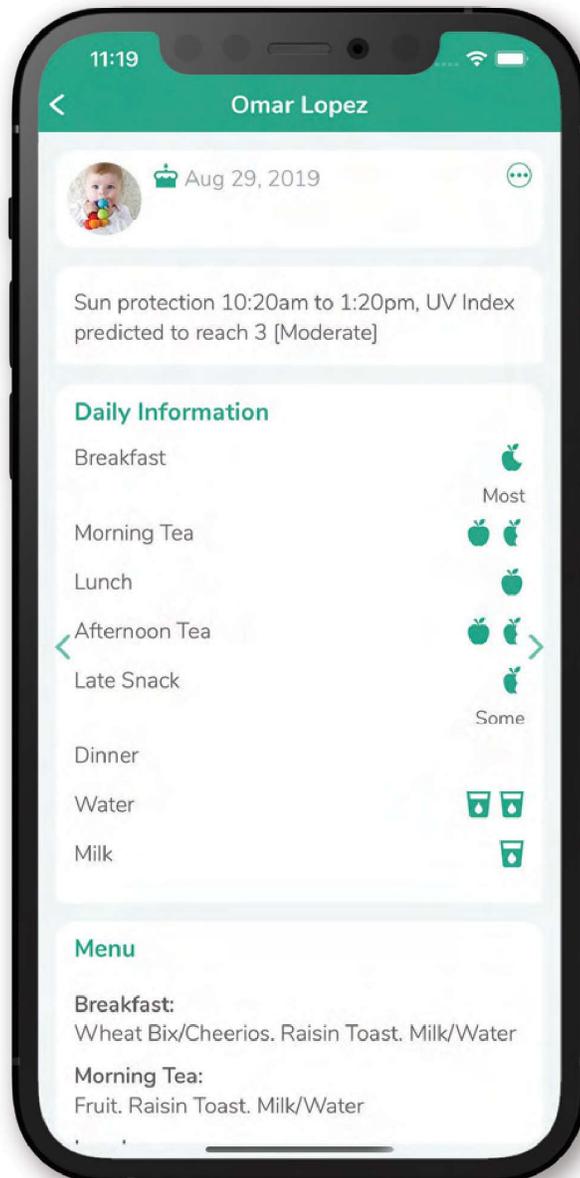


Information includes

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

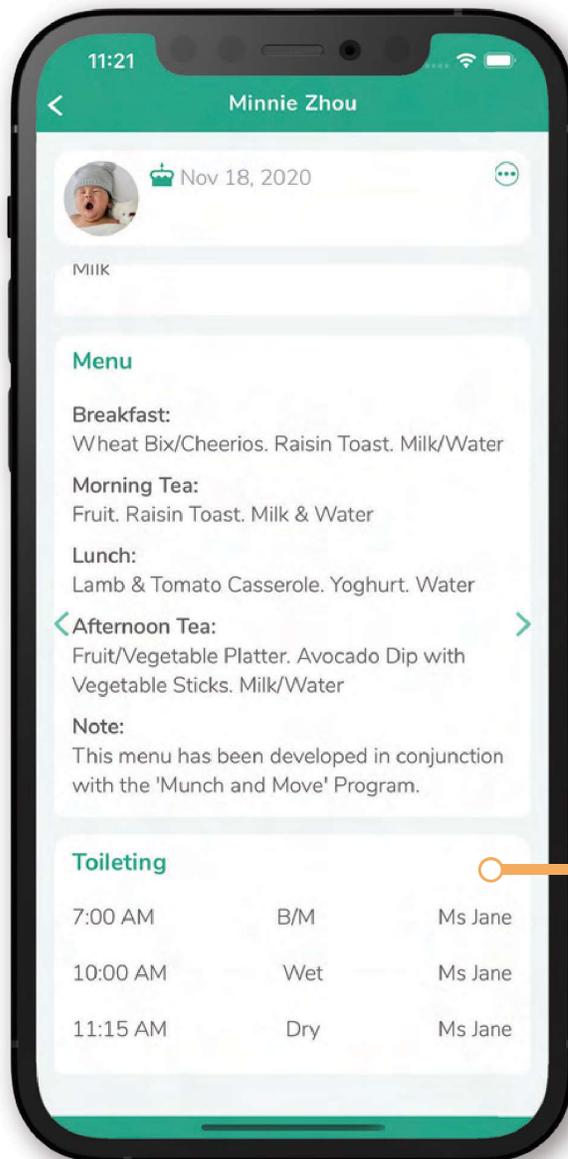
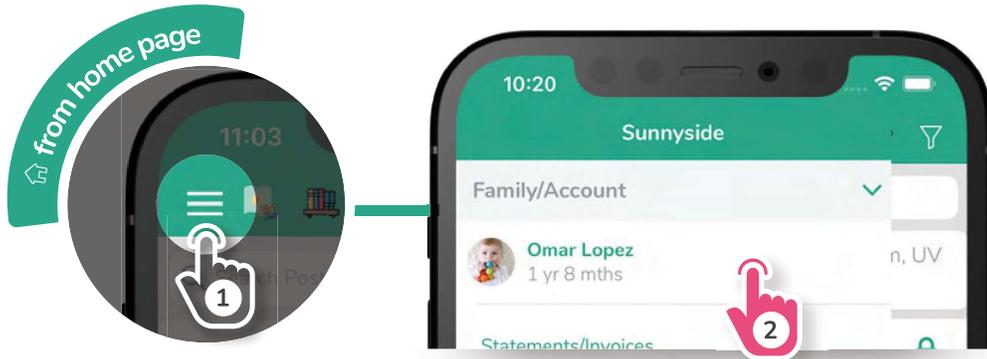
 = portion amount

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



Toileting Glossary

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



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

Wet Wet Nappy

Dry Nappy was Dry

Diarrhea Nappy had Diarrhea

Loose B/M
Loose Bowel Movement
(not diarrhea)

Toilet - B/M
Bowel Movement done in Toilet

Toilet - Wet
Urinated in Toilet

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

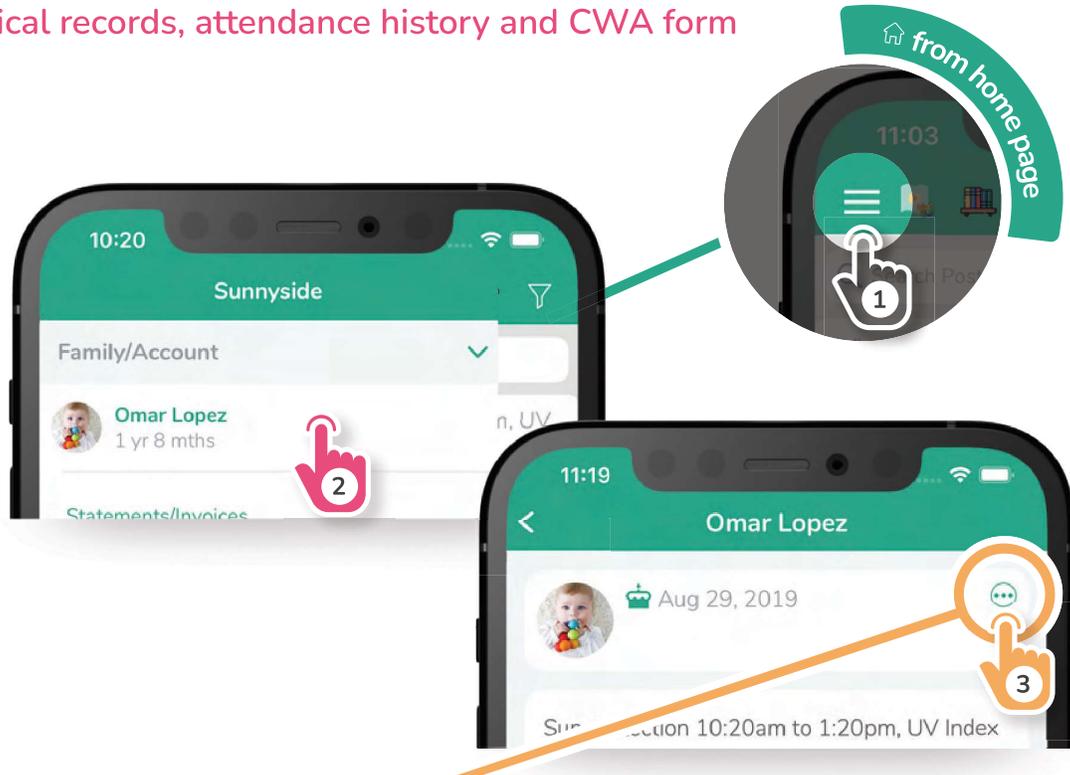
Toilet - Attempted
Had a try on toilet but no results

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

Nappy Rash Cream
Cream applied to child's bottom

Records & Reports

Medical records, attendance history and CWA form



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

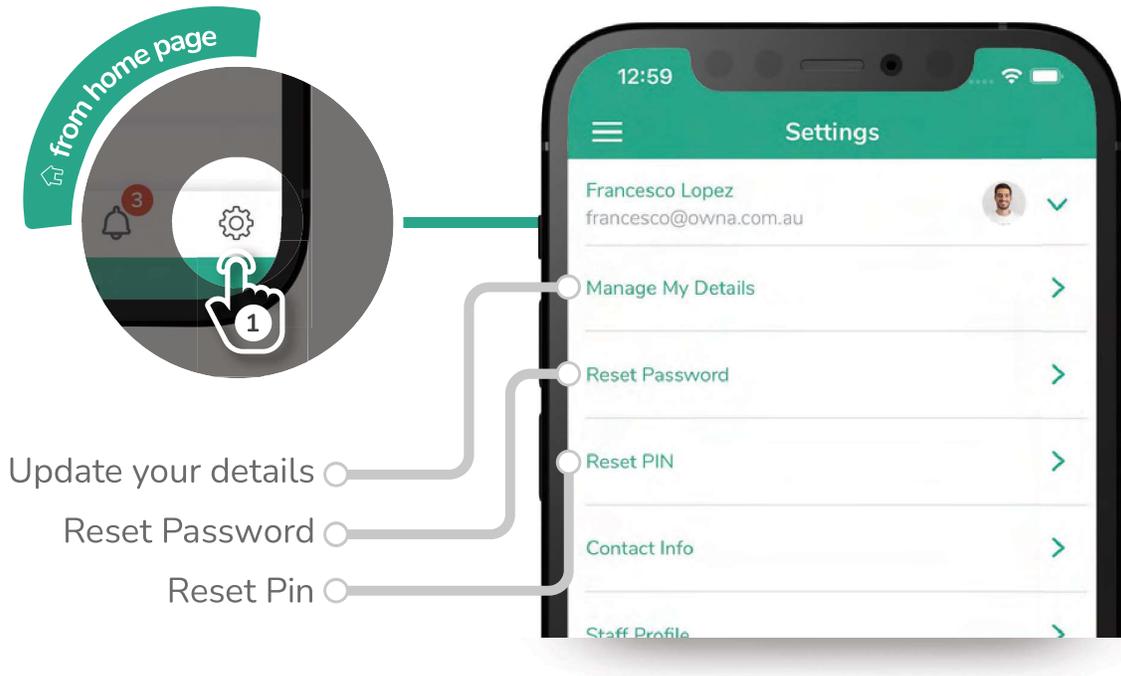
Create Your Own Post

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



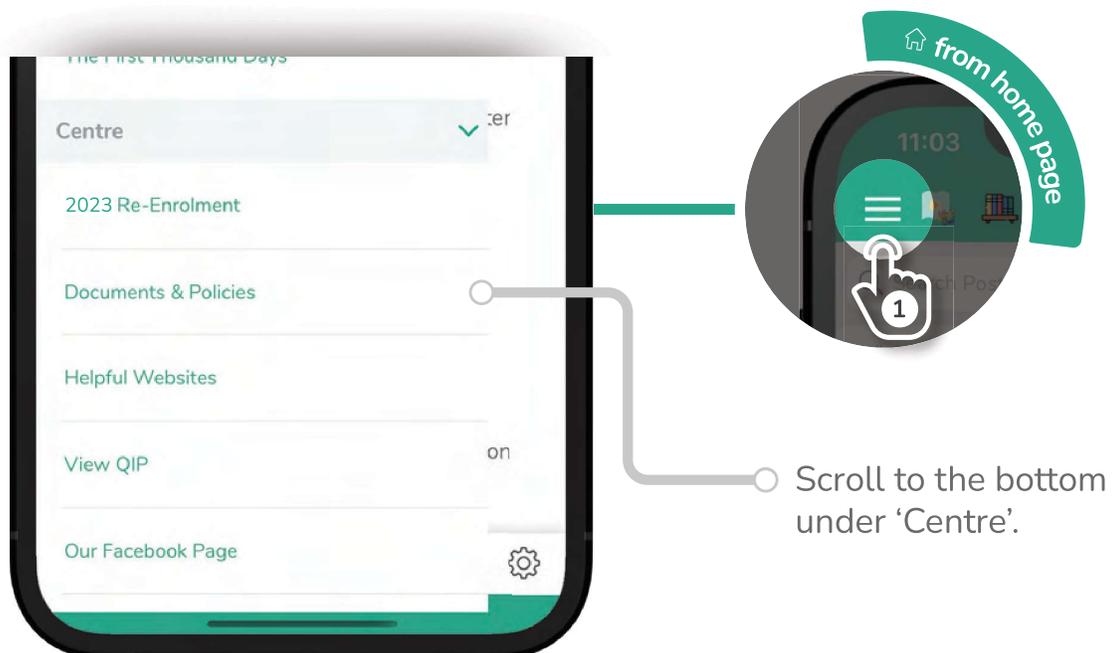
Change Your Details

Reset your pin, password and update your details here



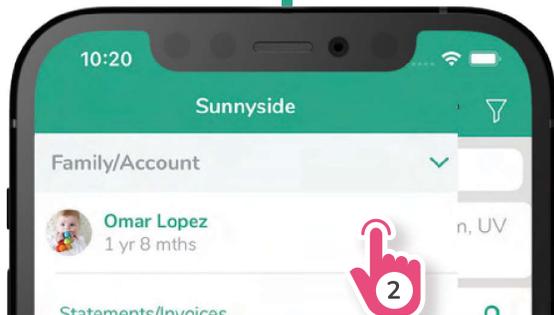
Documents & Policies

Access fact sheets, forms and Centre information



Sign the Complying Written Arrangement (CWA) Form

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



Select "Sign CWA"

1:46 CWA

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

Regular Booking
Session of Care:

Before School Care (BSC)
Fee Per Session: \$10.67
Days: M T W TH F
Alternating Week: M T W TH F

After School Care (ASC)
Fee Per Session: \$32.00
Days: M T W TH F
Alternating Week: F

Signature*

[Handwritten Signature]

Date: May 17, 2022

Submit

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

Sign Direct Debit Request (DDR) Form

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

from home page

1

10:20 Sunnyside

Family/Account

Omar Lopez
1 yr 8 mths

Statements/Invoices

Subsidy Calculator

2

11:20

Statements/Invoices

Unsure how to read Invoice?

Last 30 days

Transaction Description DR

Oct 23, 2022 \$18,898.68
OPENING BALANCE

Oct 23, 2022 \$638.75

3

Click DDR form button

10:19

Statements/Invoices

DDR Authority

Select preferred Method*

Credit Card/Debit Card

Direct Debit from Bank Account

Your Signature*

Select your preferred method of payment

Name on Card*

Card Number*

Expiry Date*

MM

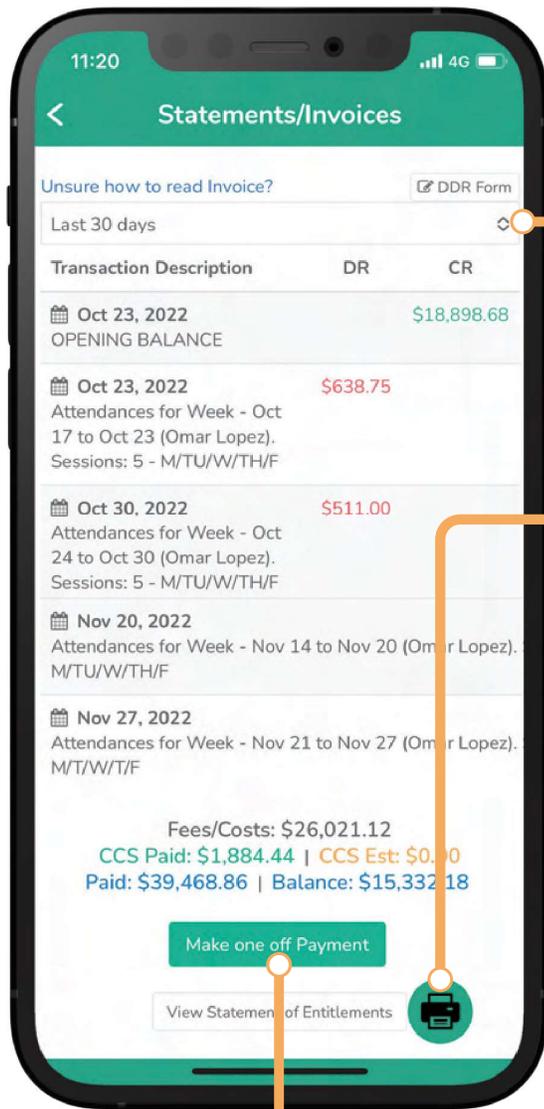
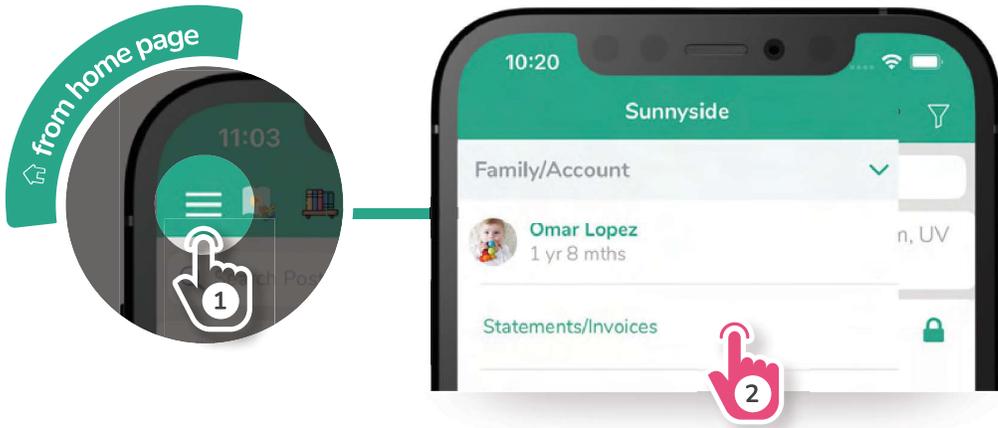
YY

Security Code*

Fill in the form, sign and submit.

Statements & Invoices

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



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

Print your statements and invoices whenever you see this icon.

Scroll to the bottom to make a one off payment.