

choklits
child care



**Parent
Handbook**

Contact information

Sue Brewer

Centre Director

kids@choklits.com.au

(03) 9879 5888

319 Canterbury Road,
Ringwood, VIC, 3134.

Hours of operation:

7am-6pm, weekdays

52 weeks per year

(Closed all public holidays).

Licensee:

Made For Learning Pty Ltd ATF Jade

Ingleby Family Trust T/A Choklits Child Care

ABN: 67 101 352 817.

This Service's Regulatory Authority:

Department of Education and Training,

Glen Waverley Office

(03) 8392 9300

Level 3, 295 Springvale Road, Glen
Waverley, VIC, 3150.

Policies, procedures and copies of the Education and Care Services National Law and National Regulations 2011 are available for inspection at the Centre.

National Quality Rating:

Meeting National Quality Standards.

The Choklits Child Care Quality Improvement Plan is available for inspection at the Centre.



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Welcome to Choklits!

A message from Sue, Choklits Centre Director

Part of my job here is to ensure that your time at the centre will be a valuable and an enjoyable experience for both you and your children. My door is always open, please come and say hello.

The decision to enrol pre-school children in formal education is rarely an easy one for any parent to make.

The decision about where to enrol your child/children is an even harder one. Will my child be safe? Will my child be happy? Are the caregivers going to look after my child with love and affection? Will my child continue to develop into a happy, healthy young person?

Being the mother of 4 children and a grandmother of 14, I understand the dilemma and sometimes guilt, faced by many parents having young children in the care of others. We aim to alleviate that guilt and turn your child's/children's attendance at Choklits into a huge advantage.

Of course, no other person can replace a mother or father in the eyes of a child, and we don't attempt to replace any parent, but we are keen to work in conjunction with parent/s

to create a safe, healthy and happy environment for each and every child that attends Choklits. For this reason,

we aim to keep parents fully informed and involved in their child's day to day activities, parents together with their children are made to feel welcome and are encouraged to participate where possible.

We believe that learning is everywhere, and that we have the educators and facilities to complement each child's at home education. We help to



Welcome to Choklits!

develop our early learners physically, mentally, emotionally and socially. Our aim is to see your child grow from dependence to independence and develop an active, positive and constructive approach to life. The social skills your child develop will leave him/her in good stead when it comes time to start school. We will provide practical support, assistance and information to parents on childhood development and aim to build mutual trust between all children and between children and staff.

Choklits is a privately-owned Centre, committed to providing a quality service while creating a warm, friendly and homely atmosphere. People often tell me that Choklits is like being at home, with a bigger backyard!

Here at Choklits, your child will be involved in small groups and have lots of individual attention, with a teacher whose only focus is on the children. Because I run the Centre, and our Chef Helen cooks all the meals, snacks and co-ordinates mealtimes, the educators can remain focused on your child's needs at all times.



If you are new to early learning, these “what to look for” hints may be helpful to keep in mind as your young family members begin their formal learning:

1. Caregivers who build children's self-esteem through

- a. consistent and calm guidance
- b. warm and sensitive interaction
- c. respectful and open attitudes

2. Programs that enable children to develop emotionally, intellectually and physically by

- a. having small numbers of children for each adult
- b. appropriate play and social experiences for the age and stage of individual children
- c. having communal indoor areas and playgrounds that are safe, hygienic and comfortable
- d. respecting each child's need for time and space
- e. awareness of cultural and social differences.

3. Centre directors or management committees who employ educators with relevant early childhood qualifications and welcome parents and encourage them to be involved in all aspects of the service.

Our goal at Choklits is to see each child develop a spirit of independence appropriate to their age and capabilities, have a curiosity about life, have a high self-esteem and be able to initiate their own learning.

We provide practical support, assistance and information to parents on childhood development and aim to build mutual trust between all children and between the children and staff.

We develop in children a sense of their own personal uniqueness and respect for others, and ensure they enjoy access to a wide range of creative expression, and more importantly, have fun.

If I haven't met you in person yet, please come and say hello.

Never forget, Learning is Everywhere!

Sue Brewer

Choklits Centre Director

choklits.com.au/team/sue



All about Choklits

Child safe organisation

In 2016, the Child Safe Standards were introduced, and Choklits has worked to meet the 7 Child Safe Standards and become a Child Safe Organisation. For more information regarding the standards, please visit choklits.com.au/being-a-child-safe-organisation

Our vision

We endeavour to set every child up for success in their future by embracing every learning experience they have inside and outside the Choklits Community. Reminding all who interact with children that Learning is Everywhere!

Our mission

Our aim is to see your child grow from dependence to independence and develop an active, positive and constructive approach to life. The social skills your child develop will leave him/her in good stead when it comes to starting school. We will provide practical support, assistance and information to parents on childhood development and aim to build mutual trust between all children and between children and staff.

Our philosophy

Skills and attitudes developed in the very early childhood years form the basis for life-long learning. At Choklits, we are committed to providing a happy, secure and stimulating environment in which our children will experience expert care and attention appropriate to their age and stage of learning. Independence, initiative, motivation, perseverance, confidence, co-operation and good self-image are all encouraged.

Developmentally based programs encourage children to become active learners and good communicators, realising their potential as an individual and member of a group as they mature and discover the world around them through a combination of creative free-play, structured activities and social interaction. Indoor and outdoor activities are balanced throughout the day to further encourage skills development in cognitive, social, emotional, gross and fine motor areas.

Children are actively encouraged to participate in their own learning through a vast array of educational activities that

All about Choklits

promote a love of learning. Carefully chosen individual and group activities introduce children to mathematics, the language skills of speaking, listening, reading and writing, science, studies of society and environment, technology and the arts.

The aim in the early years is to establish a firm foundation of knowledge, skills, attitudes, and values necessary for further learning. Of the utmost importance is to 'spark the fire' for a love of life-long learning.

Outcomes

- An Early Learning Centre connected to our natural, social and educational environments
- A safe learning environment
- A respectful environment for learning in relation to nature, self and others
- A challenging environment to promote learning through risk taking
- Healthy minds and healthy lifestyles.

Our program

Each room has a planned weekly program written down for parents to look at and discuss with appropriate staff at a specified time. These programs offer the children experiences that are appropriate to the child's individual needs and stages of development, as it is based on weekly observations of individual children.

Play, both inside and outside, is the greatest avenue for learning, young children must see, touch, taste and hear if they are to learn, and children will play to discover and master experiences. Discovery is an active process for them, even discovery about liking and not liking things and people, or about managing feelings.

Most of the teaching at Choklits is done indirectly; the children learn through a variety of activities and experiences. For each experience, we will extend and enrich the activity with guidance. Making comments or asking questions, and above all listening. We are ready to direct and support when necessary. All staff respect individual differences and interests, styles and rates of learning. We encourage



children's independence and initiative and aim to increase their awareness of the world around them.

Our program takes into consideration the multi-cultural and non-sexist attitudes. Aggression and violence are not acceptable at Choklits.

All children may have a rest after lunch and cots/beds/mattresses are provided for them. Clean sheets are provided for each child.

Funded kindergarten program

Choklits has a funded four-year-old kindergarten program and employs a Kindergarten Teacher who holds a Bachelor of Education. Our Kindergarten programs are the same as council run kindergartens and private schools. The difference is we operate from 7am to 6pm,



All about Choklits

Monday to Friday, are open 52 weeks of the year including all school holidays and cater for all family and work situations.

Our guiding frameworks

Choklits programs are guided by the following frameworks that outline practices supporting and promoting children's learning: the Victorian Early Years Learning Framework (VEYLDF) and the Early Years Learning Framework (EYLF) provides all professionals working with children a common early childhood language.

Fundamental to the EYLF is a view of children's lives as characterised by Belonging, Being and Becoming 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.

The framework described above is the minimum required educational standard. Each individual centre implements this standard in different ways which can vary

vastly. These differences should form part of your decision making process when choosing early education.

Choklits enhances the framework through its extensive curriculum support and additional inclusions like regular incursions and excursions including a weekly sports program, music and movement classes and yoga tuition for everyone, plus library excursions and language classes for our kindergarten children along with access to our digital platform, including regular communication and a portfolio of all your child's work which they complete throughout the year.

Ongoing quality improvement

Choklits uses the National Quality Framework (NQF) and the National Quality Standard (NQS) in order to develop the Quality Improvement Plan (QIP) which guides our direction. The QIP is an ever-evolving document and is continually informed by new learning. Our teaching team keep abreast of current research and look at how our programs can be responsive to research to ensure our programs are relevant and enriching.



All about Choklits

The QIP is available for you to view at our parent library. Family input is important to us, and we offer a number of formal opportunities and ways for you to contribute throughout the year. Along with the formal opportunities, our teachers, educators and directors also take on board what families say in everyday interactions and think about how we can improve the experience for children and families.

Our team

Choklits is committed to employing quality staff who have completed an early childhood qualification. Our team includes permanent, part-time and casual staff. Choklits staff will be easily recognisable by their purple uniform. For more information on our team please visit choklits.com.au/about.

At Choklits we welcome students from Colleges and Universities who may be placed at the centre to gain practical experiences in their field. Students are

fully supervised by staff and are not left alone or in charge of a group of children at any time. Written information about students on placements will be displayed on the door of the room where they are doing their placement.

Classrooms

Choklits caters for 90 children under the age of 6 years, they are divided into 5 groups:

Nursery (6 weeks - 15 months)
12 children.

Pre-Toddlers (15 - 24 months)
16 children.

Toddlers (2 - 3 years)
28 children

Pre-Kindergarten (3 - 4 years)
17 children.

Kindergarten (4 - 6 years) 17 children.

Each group of children is cared for by qualified early childhood professionals. The staff/child ratio for children under 3 years is 1:4 and over 3 years is 1:11.

Orientation & your child's first day

On their first day, children can attend with a parent and spend a short time at Choklits together, before you can then leave your child for a couple of hours. We judge each situation differently, but if the staff feel your child needs further orientation they will arrange more time.

We use this first visit to complete the required information sheets, including contact numbers for parents and careers, emergency numbers and all other relevant information about your child.

Arrival & pick up times

We like all children to be present by 9.30 am, allowing them to enjoy all of the morning's formal program. A child arriving late after the group is already in session can make settling in harder. It is also important to try and arrive at the same time each day to pick your child up, as they do get used to a routine. They feel more secure if they know, for example, that Mummy or Daddy comes each day after afternoon tea. You are always welcome to ring Choklits and speak with your room leader at any time during the day to check on your child.

Signing in & out

When dropping off children, parents must come into the Centre with their child, and sign them in via our kiosk system in the foyer. When leaving Choklits you must also sign your child out as both are government requirements. An overview of the sign in & out procedures can be found at choklits.com.au/signin

Saying Goodbye

Some children do get distressed when their parents leave them. This is quite normal behaviour at first, but usually disappears as the child becomes more used to his/her surroundings. Often the tears stop as soon as the parent has left. When the time comes for separation, it is best not to prolong the goodbyes, but reassure your child that you will return.



As your child becomes secure and safe in the knowledge that you will return, the moment of separation becomes less stressful.

Absent days

If your child is away on any day, or arriving later than 9:30am, we ask that you please phone or email us as early as possible, so we ensure everyone is accounted and catered for.

Who can collect your child

It is our policy that no child attending Choklits can be picked up by persons other than those authorised on the enrolment form, unless previous arrangements have been made with us. Please remember to inform us if someone else is picking up your child.

SunSmart policy

Our Centre is a SunSmart Centre. We apply sun screen 10 minutes before the children go outside. Staff ensure that children are inside during the hottest part of the day. All the staff wear hats to be good role models for the children. On the very hot days we spend more time outside in the early morning, and children wear hats all the time. When you commence at

Orientation & your child's first day

Choklits you will be provided with a Sun Safe 50+ protective hat, all hats stay at the centre for safe keeping and washing. Sun screen is provided at the Centre. If your child is sensitive to sun screen, please provide your own sunscreen clearly marked for your child's use only.

What to bring

We encourage you to pack your child's favourite toy or comforter, a drink bottle and a change of clothes.

Clothing

We believe that young children learn through play, so their clothes and shoes should be durable to allow for outdoor play and climbing. Appropriate footwear minimizes the chances of accidents. Thongs, clogs or crocs are not allowed at any time. Children are encouraged to explore a wide range of materials and activities, including some messy ones so please ensure clothing is:

- NOT your Child's best gear
- can handle the dirt, and
- is clearly labelled, we cannot take responsibility for lost property which is not clearly labelled.

Winter

A warm coat, hat and gum boots are necessary so children can go outside and play. Please provide another pair of shoes to be worn inside.

Toilet training

Teachers aim to follow the child's lead regarding toilet training. No pressure is put on a child to use the toilet but toddlers who seem ready are encouraged to do so.

Since it is important that there is consistency in expectations for successful training staff and parents should discuss the child's progress and a plan together. Toileting accidents can happen unexpectedly so please allow for extra clothing if your child is toilet training.

Healthy & safe eating

We operate a seasonally based four weekly rotating menu incorporating the freshest produce. We offer an exciting and yummy children's menu at every opportunity; breakfast for the early birds, morning tea, a hot cooked lunch and afternoon tea.

All meals are prepared by our experienced chef and we cater for special dietary requirements and allergies.

The menu is displayed in our foyer, in the individual classroom as we encourage parents to become involved in menu planning and welcome suggestions. Water is served with all meals. Water is readily available to all children throughout the day and we encourage self-serve for our older children.

For babies we provide pureed vegetables, vegetables with chicken, rice or pasta. Yoghurt and pureed fruits are also provided. Special dietary requirements can be catered for.

In the interests of health and well-being of our early learners, we recently introduced a new rule in our Choklits kitchen; we no longer buy sugar! That's correct, we don't allow additional sugar in anything.

More information can be found at choklits.com.au/cookbook

Our kitchen operates a food safety program to comply with the highest of standards of food safety required by the Victorian Food Act. The Food Safety program is audited and monitored by the local council and independent Food Safety Auditor annually.

Birthdays

Children love to celebrate their birthdays and so do we. In the interests of the health and safety of all children and the commitment to our no added sugar policy we do not allow birthday cakes to be brought into the centre. We celebrate with party hats, a play cake where we blow out the candles and each child is presented with a birthday certificate. Some parents like to bring in other items such as balloons or bubble sticks for the class to share and enjoy.

Health and safety at Choklits

Infectious diseases

Regular attendance at child care is important, but please keep your child away if they are sick or could be infectious. Please call or email and let us know if your child will be absent, or if they have had an infectious disease. Information setting out the symptoms and contagious period of infectious diseases in children is available. All parents will be notified if any infectious illness occurs.

Medication

If your child requires medication, please notify the staff. This must be written in the medication book and signed by both parent and teacher.

Allergies/health requirements

Any allergies or other health requirements should be noted in the child's enrolment form. Every meal is prepared at Choklits so it is important to ensure the teachers are aware of any allergies or sensitivities.

Notification of accidents

In the event that a child has a minor accident, the parent/guardian will be notified at pick-up time. If there is a major accident and emergency care is required, the parents or emergency contact will be notified and medical, hospital or ambulance services may be arranged if appropriate. All accidents are recorded on an accident notification form. Parents will be informed of all incidents and must sign the documentation.

Notice of prior injury

If your child has injured themselves outside of Choklits, please let the staff know when you bring your child in to the centre. You will be required to fill in a documentation of prior injury form. These practices ensure that we can best care for your child and fulfil legislative requirements.

Head lice

The occurrence of an outbreak of head lice is difficult to avoid. Please inform us

if you find head lice in your child's hair. Children will be excluded from Choklits until appropriate treatment is given. As per our policy, children can return to the centre after their hair has been treated.

Anaphylaxis

Anaphylaxis is a severe form of allergy reaction and it can be fatal. While the incidence of death from anaphylaxis is rare, children can die without appropriate intervention.

In accordance with the Education and Care Services National Regulations, 2011, Choklits has developed an anaphylaxis management policy. If you would like to view the details of this policy, it is located in the policy file at the centre.

From time to time Choklits will have children being cared for with anaphylaxis, so it is important to pay attention to the signs in the centre and notes communication from us. In line with this policy, children will be required to wash their hands when they arrive at the centre and after consuming food.

Medical conditions policy

Choklits has in place a policy that provides guidelines to ensure that clear procedures exist to support the health, wellbeing and inclusion of all children enrolled at the service, including those with specific health care requirements.

This policy considers the management of medical conditions, when a risk management plan is required, the development of a medical management plan and the ways in which communication between the centre and family will occur.

Choklits does not have separate facilities for the care of sick children, parents are asked not to send children who are ill to the centre. More importantly, staff-child ratios prevent the staff from providing the degree of individual care and comfort that the sick child deserves.

Health and safety at Choklits

If your child is unwell the following procedure is followed at Choklits:

1. If a child has a temperature over 38C we will phone parents and be prepared to administer Panadol and you will be asked to collect your child.

2. If a child vomits or has diarrhoea more than once, we will send them home.

3. If your child is obviously unwell, we ask you please not to bring him/her to the centre as you will probably be called within a few hours to collect an even sicker child.

Should your child become unwell whilst in our care, our staff will contact you and arrange for you or an authorised person to collect your child.

All staff have basic first-aid knowledge and are aware of providing the safest possible environment for the children.

N.B. If your child has been vomiting or has diarrhoea, please keep him/her home for at least 24 hours after the last vomit or diarrhoea in order to completely recover and lessen the risk of the infection spreading to other children.



Our commitment to child safety

As part of meeting the Child Safe Standards, Sue Brewer has been assigned the Child Safety officer. If you have any concerns regarding a child's safety, particularly in regard to children at risk of abuse, please speak to Sue, or the Approved Provider (as named on the front door). If you believe a child is at immediate risk of abuse, please call 000. The phone number for Child protection is 1300 655 795. Any adult in the state of Victoria, that holds a reasonable belief

that a sexual offence has been committed against a child, is legally obliged to disclose it to the police.

We have developed a number of strategies to ensure we are meeting the Child Safe Standards and to ensure the safety of the children in the Choklits community. These include a code of conduct for families, a commitment to ongoing staff training and continued awareness raising within our community. We have risk minimisation plans and policies to guide our practice, which are all available for you to see. We are

Health and safety at Choklits

committed to empowering the children through teaching and ensuring their participation. We acknowledge that particular knowledge and strategies are required to ensure the (cultural and otherwise) safety of Aboriginal children, children from culturally and linguistically diverse backgrounds and children with a disability. Please speak to Sue or your child's teacher if you would like to see any of these documents or would like further information.

Emergency management

Choklits has an emergency management plan that considers potential risks to the centre including an evacuation and lockdowns. The emergency procedures are displayed at Choklits in each room.

Please see the policy and procedures folder for more detailed information. The children will be participating in practices throughout the year.

Immunisation policy

From the 1st of January 2016, all parents/guardians seeking to enrol their child at an early childhood service in Victoria must provide evidence that their child is fully immunised for their age OR on a vaccination catch-up program OR unable to be fully immunised for medical reasons.

The 'No Jab No Play' law applies to all early childhood education and care services in Victoria, including kindergarten.

You must provide evidence of your child's immunisation status to enrol at Choklits Child Care. You can obtain a copy of your child's most recent Immunisation History Statement from

the Australian Childhood Immunisation Register (ACIR) as evidence of your child's immunisation.

To request an Immunisation History Statement, contact the ACIR:

- phone: 1800 653 80
- email: acir@medicareaustralia.gov.au
- visit Medicare Australia online (note: once you set up an account, you can easily download and print your statement).
- visit a Medicare or Centrelink office.

If your child was vaccinated overseas, you must obtain an immunisation status certificate from a general practitioner or immunisation nurse, who will assess your international immunisation records.



Health and safety at Choklits

Communication

Choklits is committed to promoting a friendly, comfortable and cooperative relationship between parents and teaching staff. Choklits has a Communication Policy that provides guidelines for communication between parents, staff and the Committee of Management.

There are many ways that communication occurs at Choklits including:

- this handbook.
- notice boards.
- written reflections posted to our web and app-based communication platform.
- news published at choklits.com.au/blog
- direct email; permission slips, information from the centre management regarding things such as social events, health alerts, etc.
- informal communication with your child's teacher and co-educator.
- the planned educational curriculum, displayed in each child's room and emails regarding the curriculum and events for the group.
- parent-teacher interviews when requested.
- phone calls and emails.

If you have any concerns about your child at Choklits please arrange a time to speak with your child's teacher.

people who are available to respond. The class teacher is the first point of contact. If that presents difficulties, an appointment can be made with Choklits Director, Sue Brewer.

Parent complaints

Choklits is committed to the resolution, where possible, of complaints to the mutual satisfaction of those involved. A Complaints Policy is in the policy manual outlining the procedures for the grievance is available for your information at the centre.

Parents are encouraged, in the first instance and if comfortable to do so, to raise concerns directly with the person/ persons involved in order to resolve the concerns without recourse to the complaint's procedure. Complaints can be raised with the Approved Provider; contact details are located in the main entrance.

Family involvement

Choklits has a strong community and many lifelong friendships have formed at the centre. Getting involved in Choklits activities not only directly benefits your child, but also enables you to meet other parents and socialise. We believe that family involvement and community participation adds to the strength of our community and works to create a safer community for our children.

Processes for alleviating parent concerns

It is possible that issues will arise that are of concern to parents. Choklits is committed to keeping parents included and informed about activities at the centre and we encourage families to reciprocate by keeping us informed on matters on which they seek clarification. Open and respectful communication between home and Choklits is encouraged so that areas of potential misunderstanding can be clarified before a problem occurs.

If there is a problem or concern, or if you have a suggestion, there are various

Security

If you have visited Choklits, you will have noted that the Centre has a locked entrance. A coded keypad allows entry to anyone with the passcode during our regular hours of operation.

You will be given the passcode on your child's first day in attendance, please do not share it with anyone outside your immediate family without first checking with a member of our team.

We require all visitors to ring the doorbell and identify themselves at the entrance so please consider the passcode one of your confidential numbers.

Enrolment and fees

Enrolment process

Choklits has a minimum two-day enrolment requirement per child as attending for two days or more per week helps children to settle in quickly and to get the most out of our curriculum, programs and extra activities.

Places at Choklits are limited so we only offer them to families on our waiting list, an enquiry doesn't secure your place on our waiting list. The length of our waiting list varies from time to time. We offer places to families according to the date they joined the waiting list, which can be made up to two years in advance.

The fee to join our waiting list is \$50 per child (non-refundable).

Once you have decided to enrol your child a bond payment of \$250 will be required to confirm your child's attendance. This bond will be refunded once your child leaves the centre and your account has been fully paid.

You will receive an enrolment book, which you will be required to complete for each child you enrol. These books contain information about you and your child, including contact details, medical details and any special requirements your child might have. Enrolment books must be submitted when (or before) your child starts at the centre.

Priority of access

The Commonwealth Government regards children at risk of abuse or neglect as a priority group for access to quality child care. Families in crisis should also have support and assistance from child care services to the maximum extent possible. The Commonwealth Government resources child care with a major purpose of meeting the child care needs of families with recognised work or work related commitments.

Where demand for care exceeds supply it is important to remember that this service will allocate available places to support those families with the greatest need for child care support.

Child Care Subsidy

On July 2, 2018, the Child Care Subsidy replaced the Child Care Benefit and Child Care Rebate.

Some basic requirements must be satisfied for an individual to be eligible to receive the Child Care Subsidy for a child, these include:

- the age of the child (must be 13 or under and not attending secondary school).
- the child meeting immunisation requirements.
- the individual, or their partner, meets the residency requirements.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program.

Families must register with MyGov and complete their application online. There are three factors that will determine a family's level of Child Care Subsidy, these are:

- Combined Family Income.
- Activity Test (activity level of both parents).
- Service Type (type of child care service).

The Child Care Subsidy gets paid directly to Choklits which is passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay Choklits the difference between the fee charged and the subsidy amount.

Full Fees apply until families have confirmed their child's enrolment with Choklits Child Care through MyGov and until the centre has been notified as to the subsidy you are entitled too by the Family Assistance office.

For more information please visit: choklits.com.au/enrolments-and-tour-bookings/

Fees

Our daily fee and all inclusions can be found at choklits.com.au/curriculum-funded-kindergarten-program/

Fees are paid weekly and in advance by direct debit. You can nominate a bank



Enrolment and fees

account, Visa, Mastercard or American Express to be debited each week (credit card fees may apply).

Please note that fees are paid 52 weeks of the year regardless of public holidays, or days a child is absent from the Centre.

Absences

Each family is entitled to 42 days of absences per year while claiming Child Care Subsidy.

An absence may be defined as:

- a sick day without a Doctor's Certificate.
- a holiday.
- an occasional absence.

Once the 42 days allowable absences have been used, full fees will apply for subsequent absences. The Child Care Subsidy cannot be claimed for these additional days.

Please note the absences are recorded for the financial year.

Outstanding fees

If fees are outstanding for more than two (2) weeks and no arrangements have been made with the Director your child's place will be withdrawn.

If a child is dropping days or leaving Choklits, 4 weeks notice of withdrawal is required. The notice must be written or in email format. The 4 weeks will be calculated from the receipt of this communication. Late payment of fees will accrue a \$20 account keeping fee unless

prior arrangement with the Director. Fees outstanding for more than 3 weeks are passed to a debt collection agency and your child's place will be withdrawn from the centre. The fee for their services must also be added on to the account.

Late pick up fees

A late fee of \$5 per minute will be charged to parents who arrive after closing time (6pm) and is payable at the time of collection.

Sick days & public holidays

Please notify the Centre if your child is sick or unable to attend. If your child has been absent for more than two (2) weeks without notification, we are unable to hold their place.

Public Holidays and absences must be paid for and there are no make-up days. Choklits is closed for all standard public holidays including:

- New Year's Day
- Australia Day
- Labour Day
- Good Friday
- Easter Monday
- Anzac Day
- Queen's Birthday
- Grand Final Day Parade
- Melbourne Cup Day
- Christmas Day
- Boxing Day

Choklits policies

Choklits Child Care is guided by numerous policies that ensure the Centre complies with legislation stipulated by the Department of Education and Training and delivers the quality of service we believe our families deserve.

These policies are updated regularly to reflect changes in legislation and current practice.

All policies are available for review at any time and can be requested at anytime via email kids@choklits.com.au or come and see us in the office. We will email all requested policies to you in line with our sustainability policy to reduce our carbon footprint. Please do not hesitate to talk to one of our staff or the Director if you have questions on one or more policies.

Privacy statement

We believe your privacy is important. Choklits has developed a Privacy and Confidentiality Policy that illustrates how we collect, use, disclose, manage and transfer personal information, including health information. This policy is available on request.

To ensure ongoing funding and licensing, our service is required to comply with the requirements of privacy legislation in relation to the collection and use of personal information. If we need to collect health information, our procedures are subject to the Health Records Act 2001.

Purpose for which information is collected

The reasons for which we generally collect personal information are given in the table below.

Please note that under relevant privacy legislation, other uses and disclosures of personal information may be permitted, as set out in that legislation.

Personal information and health information collected in relation to:	Primary purpose for which information will be used:
Children and parents/guardians.	To enable us to provide for the education and care of the child attending the service. To manage and administer the service as required.
The Approved Provider if an individual, or members of the Committee of Management/Board if the Approved Provider is an organisation or the management of the service.	For the management of the service To comply with relevant legislation requirements.
Job applicants, employees, contractors, volunteers and students.	To assess and (if necessary) to engage employees, contractors, volunteers or students. To administer the individual's employment, contracts or placement of students and volunteers.



Choklits policies

Disclosure of personal information, including health information

Some personal information, including health information, held about an individual may be disclosed to:

- government departments or agencies, as part of our legal and funding obligations.
- local government authorities, for planning purposes.
- organisations providing services related to employee entitlements and employment.
- insurance providers, in relation to specific claims or for obtaining cover.
- law enforcement agencies.
- health organisations and/or families in circumstances where the person requires urgent medical assistance and is incapable of giving permission.
- anyone to whom the individual authorises us to disclose information.

Laws that require us to collect specific information

The Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011, Associations Incorporation Act 1981 and employment-related laws and agreements require us to collect specific information about individuals from time-to-time.

Access to information

Individuals about whom we hold personal or health information are able to gain access to this information in accordance with applicable legislation. The procedure for doing this is set out in our Privacy and Confidentiality Policy, which is available on request.

For information on the Privacy and Confidentiality Policy, please refer to the copy available at Choklits Child Care or contact the Approved Provider/Nominated Supervisor.