



WATER STREET CHILD CARE AND KINDERGARTEN PARENT HANDBOOK

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WELCOME TO WATER STREET CHILD CARE AND KINDERGARTEN

Thank you for choosing Water Street for your child's Early Childhood Education and care.

We understand that the decision to place your child in care is one of the most important decisions you will have to make in your child's life so it is absolutely critical that

You feel 100 percent comfortable with your decision.

We have a well established reputation amongst our community and have been established since May 1989. It was originally an Occasional Care Centre providing short term, casual care for families. In July 2018 the decision was made due to loss of Government Funding to transition to Long Day Care and introduce the Government Funded Kindergarten Program at our service. We are a Community based not-for-profit Organisation. We strongly encourage Parent Participation and support and to count of fundraising to be able to deliver high quality care.

We have a unique service which is nice and small relaxed and home like. We offer high quality care in a relaxed environment with passionate Educators who aim to establish trust based relationships with children and families.

We aim to provide a warm friendly atmosphere in a safe, secure and hygienic environment that your children can thrive in.

We look forward to working in partnership with you and your family to help your child

Our service is fully air conditioned and our service is well resourced.

Our Educators pride themselves on the relationships they establish with children and families.

Our Educators are experienced and long term passionate people who are a very important part of our service delivery.

We are part of the Cairns and District Child Care Development Association Incorporated and they are our Approved Provider.

For more information on Cairns and District Child Care Development go to website
www.cairnschildcare.com.au

Our licence capacity for the Centre is 36 children. This is broken into several age groups.

Nursery 0 – 2 years Ratio 1 Educator: 4 Babies

Toddlers 15mths – 2 ½ years Ratio 1 Educator: 4 children under 2 1 Educator: 5 children 2-3 years

Pre Kindy/Kindy 21/2 – 5 years 1:5 under 3 years and 1:11 over 3 years

Our hours of operation are from 7am to 6pm Monday to Friday.

We open 50 weeks of the year closing for 2 weeks over the Christmas and New Year holiday period.

We close Public Holidays also.

Water Street Philosophy

We aim to provide high quality care in a relaxed, homely environment.

We believe that the first five years of a child's life are the most important and we strive to help each child achieve their full potential and thrive. Learning should be fun and children are encouraged to learn through play.

We create a learning environment where children are encouraged to be curious learners and feel secure. We believe in building strong respectful relationships with children and treat each child as individual and unique.

We recognise the importance of the role of Parent's play as the primary carers' and we strive to work in partnership with Parents to achieve best possible outcomes for their child. We appreciate the diversity of our families and all that they have to offer. We also encourage strong links to our community and for children to be connected to their community.

We believe that sustainability is a very important issue and teach the children to respect their environment and learn about the environment around them this is embedded in the curriculum. Staff and Centre practices are constantly monitored and reviewed as part of our continuous improvement and commitment to this area.

FEES

Our Parents are eligible for CCB and CCR. We just need your CRN details provided by Centrelink to be able to apply this to your account. If you haven't registered with the FAO then you will need to do this prior to commencement of care. Go to website www.familyassist.gov.au or call 13615

A late fee will apply for any Parents late to collect their child past 6pm when we close.

This fee will be charged to your account and is \$10.00 for every 5 minutes past 6pm you are late. We ask that if you are going to be late that you give us a courtesy call to let us know.

Our fee structure is as outlined in table below:

Group	Daily Rate	Weekly Rate (less 10% discount)
Nursery	\$91	\$81.90 per day \$409.50
Toddler	\$91	\$ 81.90 per day \$409.50
Kindy	\$88	\$79.20 per day \$396
Gvt Funded Kindy Program session only fee 9-2:30	\$60	Does not apply
Gvt Funded Kindy Program daily fee	\$87	\$78.30 per day \$391.50

Child Care Subsidy

The package includes a new Child Care Subsidy, which replaces the current Child Care Benefit and Child Care Rebate. The Child Care Subsidy will be paid directly to services.

There are also changes to the annual cap which will make child care more affordable for most families.

Three things will determine a family's level of Child Care Subsidy:

Combined family income

Activity level of parents

Type of child care service

Some basic requirements must be satisfied for an individual to be eligible to receive 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, meeting the residency requirements.

* The Child Care Safety Net

To estimate what your fees might be go to <https://www.education.gov.au/ChildCarePackage>.

If you have other children using care elsewhere (BSC/ASC, FDC etc) please advise us a higher percentage CCB may apply.

Payment of Fees:

We do not accept cash payments anymore. We do however offer eftpos and our preferred method of payment is via bank transfer.

Please note that there is a \$1.00 transaction fee charge for eftpos transactions.

Accounts will be billed fortnightly and Statements will be issued via email or printed if you don't have an email address. The bank details are on the bottom of the statement and please remember to put your surname as a reference. We prefer that accounts are paid up to date by the end of each week unless an agreement has been made otherwise.

We charge each family a \$1.00 affiliation fee each week which is forwarded to our approved provided Cairns and District Child Care Development Association Inc. for administration purposes.

Normal fees will be charged if your child is absent due to illness or other occasional absences.

With regards to holidays you are still charged for holidays and must give 2 weeks notice. You however are charged at a discounted fee 10% less than the normal rate. If we are able to sell your child's spot than you won't be charged at all for those days.

Signing in and out

It is a legal requirement that each child be signed in and out each day they attend our Centre.

This is also important in the event of an emergency. This must be done by a person over 18 years of age.

We use a Quikkids Kiosk software for you to sign in electronically using the ipads provided.

This is very user friendly and quick to use.

You simply need to enter your phone number and then enter a 4 digit pin number that you will remember. You must not share your pin with anyone else as each person must have their own individual pin.

If you forget your pin number don't worry we can reset it for you.

Please notify us if your child we be absent due to illness or holidays.

What you need to bring each day:

We provide nappies for the Nursery and Toddler groups, this is covered in your fees.

- Hat
- Water bottle
- Spare change of clothes – must be sun smart as per our sun smart policy
- Food – enough food for the day – see our “nut free policy”.

A lot of families like to bring their children in wearing shoes which is fine. We do however encourage your child to go barefoot whilst at the centre to be able to feel the sand and grass etc. Your child will be asked to put their shoes in their bag upon arrival and you are welcome to put their shoes on for them to wear leaving the centre.

With regards to clothes we suggest that you don't send your child in good clothes as they can get dirt and paint on them.

We also recommend that girls don't wear dresses as this can get in the way when they are trying to climb or crawl.

Please ensure that all items are labelled clearly to avoid any lost property. We do have a Lost Property box if you are missing any items.

Please apply sunscreen and insect repellent to your child before attending the centre. Staff will re-apply after sleep time with sunscreen/insect repellent supplied by the centre unless otherwise notified if permission is given on enrolment form.

Meals and Food

Please note that we do not provide any meals so Parents must supply enough food for the time the child is in care. We have a “Nut Free Policy” so we ask that you do not send anything that may contain traces of nuts and not peanut butter etc. If you do send along something with nuts we will have to send it home with a reminder note.

Plastic lunchboxes are suitable to be kept sealed in the fridge, however the cold air in the fridge is unable to penetrate insulated bags so we prefer that you don't send them along. Based on recommendations from Food Safety experts if insulated bags are kept in the fridge then they must be unzipped and the top opened to allow cool air inside or remove items from the lunchbox and store these in the fridge. Ensure all items are clearly labelled.

You are welcome to send along left over food to be reheated for lunches. Based on recommendations from Food Safety experts once food has been reheated any uneaten food must be discarded immediately. Staff will put a note in your child's lunch box to inform you how much of their reheated lunch they actually did eat.

We do have children that attend that are anaphylactic to peanuts so we ask that you do not send any peanuts or food containing nuts as we will not be allowed to offer it to your child.

NATIONAL QUALITY FRAMEWORK AND STANDARDS

We are bound under the National Quality Standards and National Law. Our service is yet to be assessed under the Assessment and Rating system. All Education and care services are assessed and rated by their state and territory regulatory authority. Services are assessed against the 7 quality areas of the National Quality Standard. Services are given a rating for each of the 7 quality areas and an overall rating based on these results.

The ratings are:

Excellent

Exceeding National Quality Standard

Meeting National Quality Standard

Working Towards National Quality Standard

The quality ratings are published on the national registers and the Starting Blocks and MyChild websites. Quality ratings can help families choose the right service for their child.

For more information please read the following – insert acecqa information/website here.

It is our goal to achieve exceeding in all quality areas of the National Quality Framework.

We have a Quality Improvement Plan in place to work towards achieving this and we seek Parent Input in this as well and it is available for you to be informed about this and how we plan to improve this.

Enrolment

All families must complete an enrolment form prior to commencement of care.

All information is entered into our software system.

It is important that all information on the enrolment form is completed and correct.

We will also require the following:

- A copy of your child's immunisation records
- Birth Certificate if participating in the Government Funded Kindergarten Program
- CRN details from Centrelink for any subsidies to apply to your account
- Asthma and Allergy forms is applicable
- About me routine forms for Nursery Group

An agreed start date will be discussed with the Director and booking days and times will be finalised.

Orientation visits will also be discussed and negotiated with the Director. This gives Parents and children the opportunity to become familiar with the centre and Educator's time to feel comfortable and settle in and help make the transition into care as smooth as possible.

Priority of Access:

One of the main aims of the Australian Government Funds child care is to meet the child care needs of Australian Families. However, the demand for child care sometimes exceeds supply in some areas. When this happens, it is important for services to allocate places to those families with the greatest need for child care support.

To ensure that our Centre adheres to the guidelines issued by the Australian Government, priority of access to child care will be given according to children falling in the following categories.

Priority 1 A child at risk of neglect or abuse

Priority 2 A child of a single parent or of parents who both satisfy the work/training/study test under section 14 of the New Tax System (Family Assistance) Act 1999

Priority 3 Any other child

In relation to priority 3, there are some circumstances in which a child who is already in a child care service may be requested to give up their place or change their days at the service in order for the service to provide a place for a higher priority child. But only if the Parent is notified of this policy upon enrolment and the service gives Parents 14 day's notice of the requirement for their child to give up their place or change days.

Within the main categories, priority is also given to children in:

- Families with low income
- Aboriginal and Torres Strait Islander families
- Parents or children with disabilities
- Families from non-english speaking backgrounds
- Single parent families
- Socially isolated families

Equity Statement

We believe that all children and families are to be respected for individual differences and need a stable, supportive environment in which they can interact and develop. Our centre supports the rights of all families to access high quality child care settings and we endeavour to the best of our ability to provide these surroundings at all times.

Excursions

We recognise that excursions are an important part of the curriculum and can enrich a child's learning experience.

We endeavour to plan excursions from time to time to extend on the children's interest and help make connections with our community.

If excursions are planned then permission in writing will be sought from Parents and the necessary risk assessments conducted prior to the excursion to ensure that it is a safe and pleasant experience for all.

Incursions are also an important part of our curriculum and we will plan for events to come to us at the centre to do a play, puppet show, sporting activity,

Zoo to You etc.

Nursery Room

It is very important for this age group that you are aware of our SIDS Policy

The Nursery Room is licensed to care for children from 0-2 years of age.

The ratio is 1 Educator to 4 children

We understand that it is a very big step for you to entrust us with the care of your little one.

We ask that you complete an All about Me and Routine Form to better help us understand and care for your child.

The Nursery Routine is flexible and aims to cater for the individual needs of the children in the group.

Information about your child's day is recorded and you will be provided with this at the end of each day.

If your child requires teething gel or nappy rash cream please provide that.

Bring along 2 sets of spare clothes

If your child has a comforter or dummy you are welcome to send along

Teething necklaces can be work but will be removed for sleep time as per our SIDS Policy.

No medications such as Panadol should be left in your child's bag at any time.

It is always a good idea to pack extra food for your child if they are on solids just in case. If thinking of introducing solids please discuss this with your child's Educator.

Finger food is a great idea for those children around 9 months.

If your child sleeps in a sleeping bag you are most welcome to send this in as well.

As your child turns 15months of age they may start to interact with the Toddler Group and spend time with them to become familiar with their group and the Educators. Educators will work with you on this to ensure that your child's transition to the Toddler Group is as smooth as possible.

Breast Milk and Infant Formula

Best practice if for parents to provide pre-measured IF and cooled boiled water for educators to make up when required.

We do support breastfeeding Mum's and you are welcome to pop in and feed your little one whenever required.

EBM and pre-made IF must be:

- Kept cold during transportation using a freezer brick and insulated bag or container
- Put into fridge immediately on arrival

Please note that any unused formula or breastmilk will be discarded once warmed

Toddlers

Our Toddler Group care for children from 15months to 2 ½ years of age.

The ratio for this age group is 1:4 for children under 2 and 1:5 for children under 3.

7:00AM	Centre opens all children arrive in the upstairs area front room
8:00AM	Toddler Group move to their room
	Inside activities – welcome and settling children as dropped off
9:00AM	Morning Tea
9:30AM	Downstairs for outdoor play
10:30AM	Upstairs/Group Time
11:00AM	Lunch Time
11:30AM	Sleep/Rest Time
1:00PM	Children waking up
	Art/craft activities = inside time
2:30PM	Afternoon Tea
3:00PM	Downstairs outdoor play Toddler and Kindy Groups combined
5:00PM	Upstairs – inside play/stories
6:00PM	Centre closes

- **Please note that our routines are designed to be flexible and may slightly change on any day to adapt to weather conditions or interest of the children.**

Toilet Training/bottles and comforters.

Usually your little one will show signs of readiness to toilet train in this group. If you want to discuss toilet training please speak to your Educators as they are more than happy to work with you on this.

If your child is still having a bottle then we do ask that you bring the bottle either prepared already made up or the water and formula measured out.

If your child has a comforter or 'cuddly' for sleep times you are welcome to bring this along.

Pre Kindy

Our Pre Kindy Group provide care for children from 2 ½ to 5 years of age.

The Educator to child ratio for this group is 1:5 for under 3's and 1:11 for children over 3.

The children who are eligible for the Government Funded Kindergarten Program will join the Kindy Group when the Kindy Program is in session. On Monday and Friday's both Pre Kindy and Kindy Groups combine.

Routine

7:00AM	Children arriving
8:00AM	All children downstairs outside
9:30AM	Morning Tea
10:00	Inside activities
12:00PM	Lunch Time
12:30PM	Sleep/Rest Time
1:00PM	Indoor Activities
2:15PM	Group Time
2:30PM	Afternoon Tea
3:00PM	Outdoor play – combine with Toddler Group
5:00PM	Upstairs indoor activities
6:00PM	Centre closes

Kindy Program

We have an ACECQA approved Early Childhood Teacher to run our Government Funded Kindergarten Program.

Our Kindy Program runs for 15 hours per week on Tuesday, Wednesday and Thursday each week from 9am to 2pm. The program is also run over 40 weeks of the year.

Your child must attend all 3 days and the times of the Kindy Program to be eligible for the Kindergarten Funding.

The Kindy curriculum is based on the Early Years Learning Framework however it is the QEYLF.

Your child must be turning 4 by June 30th to be eligible to participate in this program.

We do require a copy of your child's birth certificate as part of the enrolment for this program.

Transition statements will be provided at the end of the year as some school may ask for them when your child enrolls into Prep. We will establish links with the primary schools your child is attending to help make their transition to school/Prep as smooth as possible.

Kindy Routine

9:00AM	Welcome children
	Inside Learning activities – based on children's interests
10:30AM	Outside Play
11:45AM	Group Time
12:00PM	Lunch Time
12:30PM	Rest Time = quiet activities offered
1:00PM	Inside Play
1:45PM	end of day wrap up
2:00PM	Kindy Session finished
	Children join Pre Kindy Group until close

Queensland Kindergarten Learning Guidelines (QKLG)

The Queensland Kindergarten Learning Guidelines supports kindergarten teachers professional practice in a range of contexts across Queensland. The guideline is based on the Early Years Learning Framework for Australia (EYLF) and embraces the inclusive vision that “all children experience learning that is engaging and build success for life”.

While the EYLF focuses on the children birth to five years, the QKLG aims to specifically enrich children’s learning in the Kindergarten (pre Prep) year. In Queensland

QKLG AREAS:

Identity

Connectedness

Wellbeing

Active learning

Communicating

Documenting/ Early Years Learning Framework

Our Educators document each child's learning as an important part of the programming and planning process.

We currently use the digital app See Saw to do this. Parents will be provided a link to join the app and access their child's documentation.

We follow the Early Years Learning Framework.

The Early Years Learning Framework is a National Early Learning Framework for children from birth to 5 years.

Families have access to their children's observations at all times and if you would like to make a time to speak with your child's Educator we can arrange for an appointment for you to do so.

We encourage all Parents to be actively engaged with the Educators in your child's learning as we recognise that your role is the most important as the child's Primary Carer. Best outcomes are achieved when families and Parents have open communication. We value your input into the program which can be done by filling out a Parent Input Form.

The Early Years Learning Framework describes the principles, Practices and Learning Outcome essential to support and enhance young children's from birth to five years of age as well as their transition to school. Belonging, Being and Becoming are the major aspects of the Framework and connect all aspects of a child's life together.

The framework has a strong emphasis on play based learning as play is the best vehicle for young children's learning providing the most appropriate stimulus for brain development. Children belong first to their family, their culture, their community. Relationships are essential to belonging as connections are built and identities established. Being relates to the here and now. It is about the interactions with others and the world around us, about getting to know who we are and living our lives.

Becoming reflects the processes we all undergo as we grow and relate to other members of our society and community. It encompasses our skill development, our capacities and growing knowledge of the world around us.

Principles:

1. Secure respectful and reciprocal relationships
2. Partnerships with families
3. High expectations and equity
4. Respect for diversity
5. Ongoing learning and reflective practices

Practices:

- Holistic approaches
- Responsiveness to children
- Learning through play
- Intentional teaching
- Learning environments
- Cultural competence
- Continuity of learning and transitions
- Assessment for learning

Learning Outcomes:

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

Inclusion Support Agency

Our centre welcomes children with additional needs. We do our best to make experiences at our centre meaningful for all children. If you require any assistance or information please contact the Inclusion Support Agency Unit, 108 Collins Avenue, Edge Hill. Ph 40321713. Inclusion Support Queensland 1800 811 039.

The Inclusion Support Program is funded by the Australian Government Department of Education and Training.

If a child is identified on enrolment as having additional needs/special requirements we do require a meeting with the Parents to discuss how best we can meet their child's needs and provide the best possible environment prior to commencement of care at the service. This may require permission to share information with the Inclusion Support Agency Staff and other professionals your child may be working with such as speech therapists, occupational therapists etc.

Our service will work in partnership with all involved to achieve the best possible outcomes for the child.

Illness and Infection

We aim to provide a safe and hygienic environment at all times. We do ask that if your child is unwell please keep them at home.

If your child goes to a Doctor and is confirmed with a contagious disease we ask that you notify us. Parents will be notified if there is an outbreak of a contagious disease at the centre.

You may be asked to provide a medical clearance from a Doctor in some circumstances before your child can return to care.

General rule is we ask that you help us keep our centre germ free by keeping your child home if:

*they have had fevers in the past 24 hours

*they have had Panadol/Nurofen

* they have had vomiting diarrhoea in the past 24 hours.

I always say use your discretion if you think your child has had a sleepless night or more lethargic or clingy then usual it is usually a sign they are not well and best stay at home.

If you are every unsure please call the centre to speak with one of the staff to check before bringing them in.

It is always good to let the staff know information that will better help them care for your child's needs throughout the day.

If your child becomes unwell whilst in care we will contact you to come and collect.

In the case of an emergency we will contact the ambulance and contact you immediately.

If your child hurts themselves whilst in care we will complete an Incident/Accident Form.

This will require you to read and sign and date when you come to collect your child.

In the event of a serious accident and your child is required to seek medical attention then we are required to contact the regulatory authorities to notify them of this.

If your child presents to the Centre with an injury then Parents must inform staff and an "injury on intake form" must be completed on arrival.

If an injury is discovered after the child is dropped off then Parents will be contacted and asked about the injury and complete a form when returning to the centre to collect.

MEDICINE

All medicines are to be given to a staff member for storage in the nursery and the medication register must be completed. The parent and the two staff members administering the medication MUST sign the medicine card, once given.

NO un-prescribed medication will be administered. All prescribed medication must be in the original container, with the child's name, date of issue and instructions as written by the child's doctor.

Paracetamol will be given only if prescribed by the child's doctor and labelled as above.

Head Lice

If head lice are noticed on a child, the centre will inform parents/guardian on collection of child. Exclusion is not required providing treatment has commenced before returning to the centre.

RECOMMENDED EXCLUSION PERIODS

CHICKEN POX – excluded until all blisters have dried or at least 5 days after the rash first appeared.

CONJUNCTIVITIS – exclude until discharge from eyes has ceased. Unless a doctor has diagnosed as non-infectious.

DIARRHOEA AND VOMITING – exclude until 24hrs has elapsed since the last vomit or bowel motion.

NOROVIRUS – exclude for 48 hours after the diarrhoea and vomiting has ceased

MEASLES – excluded for at least 4 days after the appearance of the rash

RUBELLA – excluded for at least 4 days after the appearance of the rash.

GLANDULAR FEVER – exclusion not necessary, however the child should be well enough to attend the centre.

MUMPS – excluded for at least 9 days after the onset of the swelling.

RINGWORM & SCABIES – excluded until the day after treatment has commenced.

HEPATITIS A – excluded for 7 days after onset of the jaundice. Re-admit on receipt of a medical certificate.

HEPATITIS B – exclusion not necessary.

IMPETIGO (school sores) – exclude until appropriate antibiotic treatment has commenced. Sores must be covered with watertight dressing.

TUBERCULOSIS – re-admit on receipt of a medical certificate.

WHOOPING COUGH – excluded until 5 days of an appropriate course of antibiotics or 21 days from onset of coughing. Medical clearance from a doctor is required

HAND FOOT AND MOUTH DISEASE – Exclude until all blisters have dried out

ALL PARENTS MUST COMPLY WITH THE ABOVE EXCLUSION TIMES, PLEASE READ AND ACKNOWLEDGE.

CAIRNS & DISTRICT CHILD CARE DEVELOPMENT ASSN.INC.

Parent Involvement

Being a community based not-for-profit child care organisation we rely on parent support. We encourage all Parents to be actively involved in all aspects of their child's care. This can be a very rewarding experience for Parents and will also benefit your child and your experience whilst with our service.

We understand that all families are very busy and time is precious however there are many ways you can contribute at a level that you are comfortable with and can do.

Parents can become involved by helping by

*donating their time at fundraising events such as sausage sizzles or selling raffle tickets.

* You can donate items to the centre for our raffles.

*Come in and share a skill or talent or your occupation with the children or simply help out with an art/craft activity.

*Give feedback and input in regards to the program and centre policies and procedures.

*Attend Parent Support Group meetings – these are held every 3 months to discuss important issues involving the centre.

We would love to hear from you.

Grievance and Complaints

Our centre keeps an open line for communication with parents. If you have any concerns, these may be discussed with the Director or person in charge of your child's group.

If you wish to take matters further you may use the following avenues:

- Cairns & District Child Care Development Assoc Inc
President – Cheryl McAlister 40 321 713
- Office of Early Childhood Education & Care
Cairns Service Centre Department of Education & Training & Employment
Level 2, 17 -19 Sheridan St, Cairns.
Ph: 40 373 901

Centre Policies

Our Centre has formed Policies in consultation with Educators and Families and other professionals.

Policies are written to meet National Law and National Quality Standards and to ensure that the highest quality care is provided at all times.

Centre Policies are available for perusal at the Centre.

Families will be given notice in writing of any changes to our Policies.

Policies are reviewed annually and Parent input/feedback is welcomed.

All educators and families are expected to be aware of and abide by centre policies at all times.

Policies and Procedures have been developed under the following categories:

1. Health and Safety
2. Children
3. General
4. Families
5. Staff Matters
6. Payment and Fees
7. Management

Useful contacts

ACECQA <http://www.acecqa.gov.au>

Department of Education

Queensland Office for Early Childhood Education and Care

Department of Education and Training

Website: www.education.qld.gov.au

E-mail: cairns.ecec@det.qld.gov.au

Phone: (07) 40 37 3911

Family Assistance Office (Centrelink)

Phone: 136150

Australian Government Department of Education, Employment and Workplace Relations DEEWR

Phone: 133 684

Inclusion Agency

Address: 108 Collins Avenue, Edge Hill. Cairns. Qld. 4870.

Phone: (07) 40 321713

Early Years Learning and Government Information

education.qld.gov.au/earlychildhood

mychild.gov.au