

Family handbook



Contents

1

Welcome

2

Why choose
Petit?

4

What do we
provide?

6

Our teaching
framework

9

Your first
day at Petit

11

Family
partnership &
responsibilities

13

Health
& safety

18

Privacy
policy

19

Fees &
assistance with
child care costs

Welcome



Petit Early Learning Journey is a progressive and educational long daycare service focused on inspiring children to embrace their unique potential for learning every day.

At Petit, children come first and are recognised as people with valuable views and ideas. We believe children need to feel noticed, heard and understood and we enjoy our responsibility in helping little minds grow and learn.

Our purpose-built centres are designed to provoke children's curiosity, ignite imaginations and encourage learning through potential and possibility. Natural outdoor play areas offer sensory experiences for children to investigate and bond with nature and include organic materials such as real grass, sand, earth mounds and water features.

Our programs and daily routines are inspired by the wisdom and teachings of early childhood theorists and incorporate the Early Years Learning Framework (EYLF), 'Being, Belonging, Becoming'. Within this framework, our teachers consciously take the time to help children become capable, resourceful and a constructor of their own knowledge.

Our teachers are also dedicated to developing emotional, social and cognitive intelligence to give your child the best start to their school years ahead.

We look forward to sharing this joyous journey with you and your family.



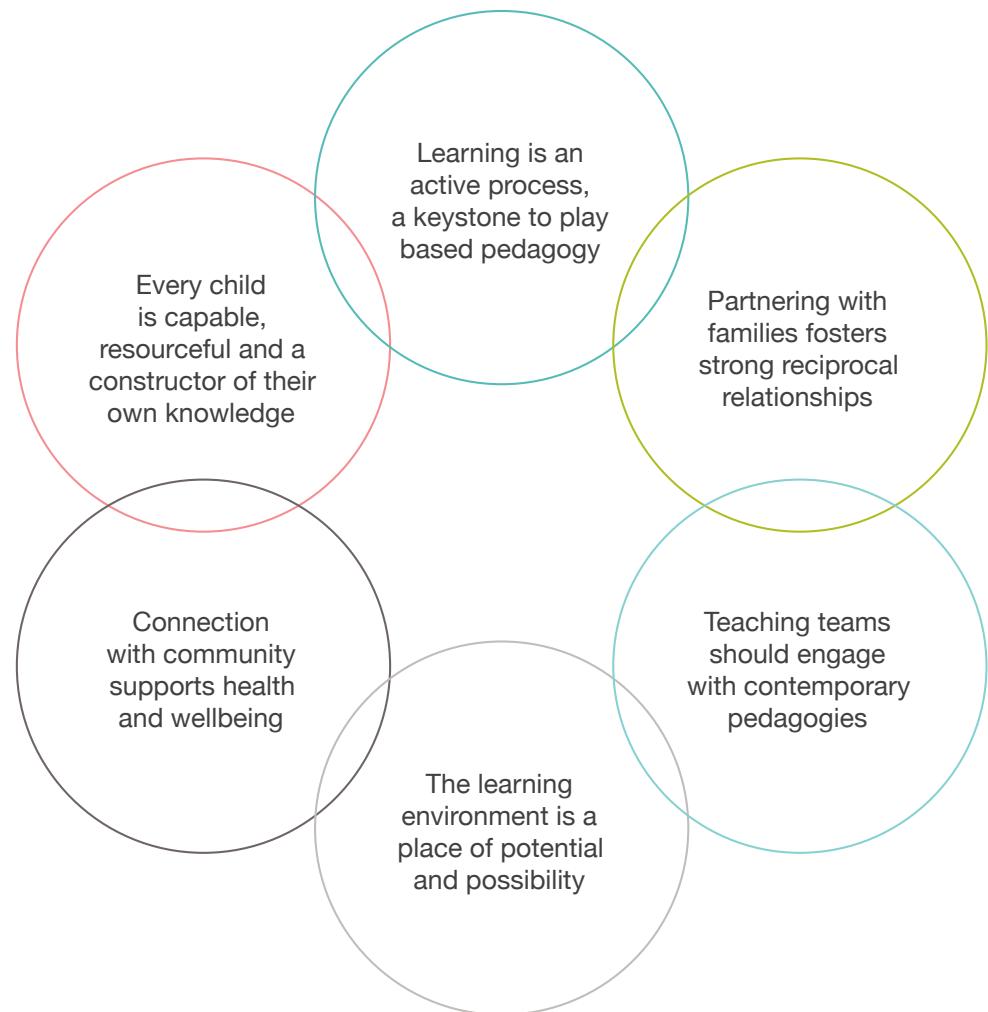


Why choose Petit?



Beliefs

At Petit, we have six core beliefs, which represent who we are and where we are heading.



Every child
is capable,
resourceful and a
constructor of their
own knowledge

Learning is an
active process,
a keystone to play
based pedagogy

Partnering with
families fosters
strong reciprocal
relationships

Connection
with community
supports health
and wellbeing

Teaching teams
should engage
with contemporary
pedagogies

The learning
environment is a
place of potential
and possibility

We believe every child is capable, resourceful and a constructor of their own knowledge

All children have potential and their unique strengths and capabilities are embraced as an important part of developing positive self-identity. Our goal is for all children to develop compassionate, responsible and harmonious approaches to solving life problems by offering depth and breadth across our educational programs.

We believe learning is an active process and a keystone to play based pedagogy

Play is one of the most valuable platforms for learning in young children as it ignites the motivation and intrinsic engagement needed for learning. Providing a context for children to play makes sure our environment and teaching approaches are designed to enhance children's ideas. We believe the degree of structure provided to children during their play works along a continuum - as children mature, more structure naturally supports their play.

We believe partnering with families fosters strong reciprocal relationships

Families are all diverse, unique and come with their own values and aspirations. Listening, understanding and partnering with families on the things that matter is the most important part of our relationship. We believe it is important to empower you as decision makers and become partners in the quest to provide the best care for your child.

We believe connection with community supports health and wellbeing

By developing strong relationships, a connected community is created and becomes a central place where children and adults alike develop strong wellbeing. This means we foster community within our early childhood service and also outside of it. We connect culturally to events of significance and engage in authentic learning opportunities to enhance children and adults' cultural competence.

We believe the learning environment is a place of potential and possibility

Our learning environment is intentionally designed in ways to provoke children's curiosity, ignite imaginations and encourage investigation. Children's ideas are the inspiration for considering how the curriculum can be integrated with materials, tools and teaching strategies. Sustainability is embedded in our everyday practices and includes developing a sensitivity of the impact our footprint has in the world.

We believe teaching teams should engage with contemporary pedagogies

We believe in collectivism, not isolation, for our teaching teams and as such we aspire to engage cycles of collaboration, reflection and learning approaches to fit our local contexts. Bringing our teams together to discuss pedagogy is a form of professional learning and is vital to staying abreast of current practices.



What do we provide?

Services included within your daily fee



Healthy, seasonal meals

Meal times at Petit are relaxed and enjoyable and provide an opportunity for our educators to encourage healthy eating practices and positive social interaction.

Children are offered the following meals, freshly prepared by our onsite chefs:

- Breakfast (selected centres)
- Morning tea
- Lunch
- Afternoon tea
- Late snack

Our seasonal menus are developed with the assistance of a child nutritionist to meet a large proportion of our children's daily nutritional requirements. A range of textures and tastes appropriate to the developmental stages of different age groups are also taken into account.

You will find the bi-weekly menus displayed on our kitchen noticeboards. Children are encouraged to drink water and milk throughout the day. Please note, sweet drinks such as juices and cordials are not permitted within our centres.

Petit is also a **nut free zone**. Traces of nuts may be highly dangerous to children with a nut allergy so all nuts are eliminated from our centres to prevent accidental exposure.

Please let us know if your child has any food allergies or intolerances.

Personal care: nappies, wipes, bedsheets and sunscreen

At Petit, children's nappies and wipes are included in the daily fee. Bedsheets are supplied at selected centres. We also provide sunscreen and make sure it is applied throughout the day to promote sun safety awareness and minimise children's UVR exposure.

Petit sunhat and tote bag

All children receive a Petit sunhat and tote bag upon enrolment.



Storypark: Follow your child's learning journey

All families have access to Storypark, an online communication app allowing you to follow your child's learning journey and revisit and relive treasured memories at any time. As an administrator, you can invite family and friends from anywhere in the world to follow, comment and engage in your child's learning.

QK Kiosk: Secure electronic sign in and sign out

All of our centres use QK Kiosk, a digital sign in and sign out system. QK Kiosk allows you to drop off and pick up your child by simply entering a quick digital pin number into the iPads set up in your centre's foyer. Your Centre Director will walk you through this easy-to-use system as part of your orientation.

Incursions

To enhance our programs and learning curriculum, Petit organises various incursions throughout the year to compliment learning experiences and deepen your child's love of learning. Incursions have included regular sports programs, music, dance, yoga and language classes as well as adhoc visits by story tellers and reptile handlers. Your Centre Director will advise you on the incursions currently included within your daily fee or if a small additional charge is applicable should you wish your child to be included.



Our teaching framework

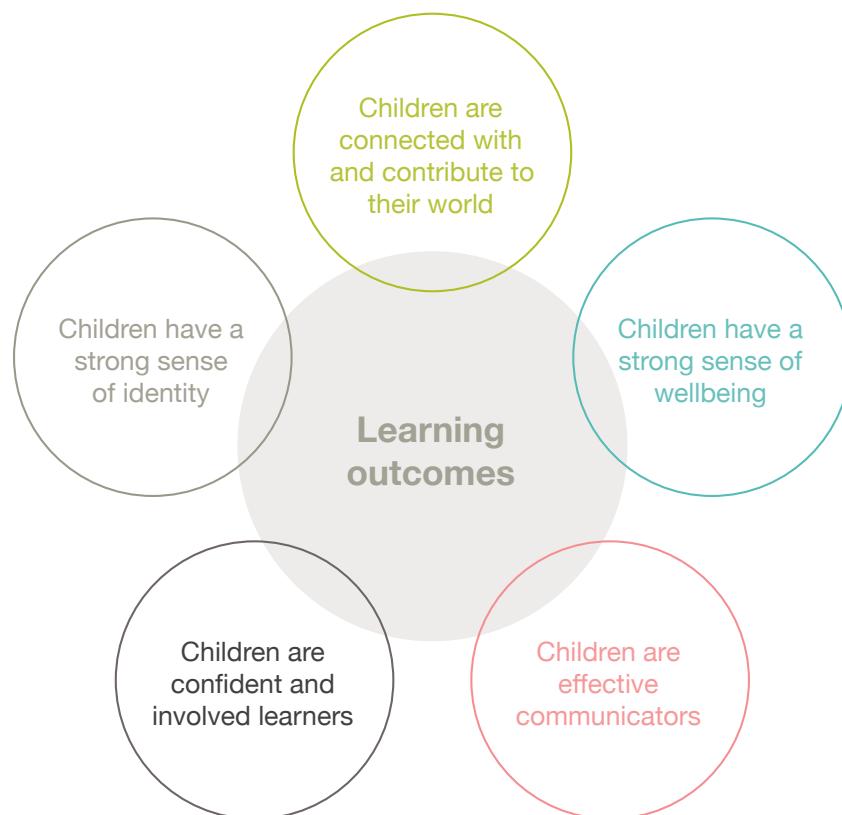


At Petit Early Learning Journey our programs are child focused, inspired by curiosity and imagination and designed to nurture the development and growth of each child.

Our programming is based on observing children on a regular basis, evaluating their needs and interests and planning future activities from these observations.

Early Years Learning Framework (EYLF)

Our programming supports the national Early Years Learning Framework (EYLF), 'Being, Belonging, Becoming' which forms the basis of our curriculum. The framework has a strong emphasis on play-based learning and was designed to enhance children's learning from birth to five years of age, guiding children towards achieving the following outcomes:





Indoor and outdoor play based experiences are an integral part of this framework. Our educators plan a diverse range of experiences to create opportunities for both structured and spontaneous play focused on the physical, emotional, social, sensory and cognitive developmental areas of each child.

National Quality Framework (NQF)

Our curriculum is also guided by the National Quality Framework (NQF), a government initiative which sets a National Quality Standard (NQS) creating greater consistency for early childhood education and care services across Australia. The initiative improves educator-to-child ratios, skills and qualifications, national regulations and quality ratings to help you make informed choices about care for your child.

At Petit, our aim is to exceed the NQS across all areas of our service. Each centre has a quality improvement plan in place to show what is happening to achieve this.

Our curriculum, educational programs, goals and philosophy are evaluated on a regular basis and all staff are trained and consulted on with any new developments.

For more information with regards to the NQF, please talk to your Centre Director.

Accredited Kindy Program

At Petit, each Studio follows age appropriate routines: a simple, flexible daily routine is in place for our infant and toddler age groups which shifts to a flexible yet more predictable daily routine for pre-kindergarten.

Our accredited Kindy Program continues to focus on play based learning but also offers structured learning times focusing on number concepts, perceptual skills and pre-writing skills such as tracing, completing patterns and reproducing patterns. The goal is to develop a foundation for basic maths, reading and writing skills in preparation for a smooth transition to school.

Evaluation

We are committed to continually planning, documenting and evaluating children's learning to ensure each child is receiving the best possible educational program to support their emotional, social and cognitive development.

Your child will have an individual portfolio which educators will use to document your child's learning journey. This is an essential part of our curriculum as it allows us to record developmental progress and share this with families.

Educators also use the portfolios as a learning tool for the children to reflect back on their own work and to remind them of their thoughts and thinking process. The children's portfolios are compiled by the Studio's educators using a collection of work samples, observation records, group project annotations, photos and videos.

Our centres also use Storypark, an online communication app that helps create content for our portfolios and provides a framework for planning lessons and enhancing our centre curriculum. Not only is it a great online tool for educators, but it is also a fantastic communication platform for our families.

Role of educators

We recognise and value the partnership required between parents and educators to provide continuity of care and support the development of each child between home and the centre. Please feel comfortable sharing special moments with us as well as raising any areas of concern you may have regarding your child.

Our educators either possess or are progressing towards completing the following, depending on their role:

- University Degree
- Diploma or Certificate in Early Childhood as per legislative requirements

All educators are checked regarding their qualifications and suitability to work with young children and must adhere to the Child Care Act 2002 and the Child Care Regulations 2003. They also undertake professional development training every year which is essential to inspire, motivate and further educate our educators.

We strive for a high level of professionalism and a commitment to providing genuine support and personal empowerment, individually and as a team.

Students and volunteers

On occasions, external students are present at the centre. Students are primarily there to gain practical experience for their study course. Whilst some student placements require taking responsibility for some planning and activities, they will not be solely responsible for programming or supervising the children, and will act under the direction and supervision of the Lead Educator or Centre Director. Occasionally volunteers assist educators in the Studios. All students and volunteers are selected for their suitability to work with your children.





Your first day at Petit

What to bring

We ask you to provide the following:

- Photo of your child and family
- Complete change of clothes
- Drink bottle for water only
- Bed linen in a material bag (if not provided by your centre)
- Pacifier with a cap or container for safe storage (if applicable)

Bottles

Please bring your formula to your centre in one of two ways:

1. A single measured container which is available at pharmacies with a bottle containing the correct amount of cooled, boiled water.
2. Bottles with pre-made formula. Please make sure teats are covered with caps. Clearly labelled bottles are to be placed at the back of the fridge on arrival at the centre. Please ensure the Bottle Register Form is also completed.

What to wear

Please dress your child according to the weather. We recommend comfortable, easily removed clothing suitable for toileting, running, climbing, painting and playing in areas with sand and water. We also recommend your child wears comfortable safe shoes that can be easily taken on and off by your child to encourage their independence. Please ensure all items are clearly labelled with your child's full name.

Items not permitted

The following items are not permitted in your child's bag:

- Plastic bags
- Medication
- Sharp objects
- Mobile phones
- Precious items (this excludes special cuddly toy or comfort item)
- Items made of glass

Lost property

A container with lost property is placed in each centre. Please check this regularly as items not collected will be disposed of after one month.

Settling in

Settling in can be a difficult time for most children but we will do all we can to ease your child's transition to Petit. During the first few days, you are more than welcome to stay at the centre for periods of time until your child is comfortable in their new environment. Our educators will also suggest ideas and techniques to help you both settle in.

Always say good-bye to your child as this approach develops feelings of trust. And feel free to ring us at any time to find out how your child is settling in as a quick call can relieve any anxiety.

Treasures from home

If your child has a special cuddly toy, they are welcome to bring it to the centre to make them feel more secure. We also encourage family photos and other family mementos. Please however do not bring other precious items such as electronic equipment from home.





Family partnership and responsibilities

Arrival and departure

Educators will greet you and your child each morning. Your child will be provided with a locker to store their belongings, excluding medication. It is a legislative requirement that children's arrival and departure times are recorded so we require you to sign in and out each day using our QK Kiosk iPads. Once this is done, your child is to be escorted to the educators on duty. Never drop your child at the front foyer.

If you arrive and outdoor play has started, please ensure your child's hat is on and SPF30+ broad spectrum, water resistant sunscreen has been applied before escorting them outside to play. Please check daily your Family Information Board displayed in your child's Studio for any important information or matter of interest.

Persons to collect a child

Your child may only be collected from the centre by the people nominated on their 'Enrolment Form' or by prior written notification provided by you directly to the Centre Director. It is a legal requirement that educators do not release your child to people who have not been authorised to collect them.

The person collecting your child must be over the age of 18 and photo identification will be required if the person collecting your child is unknown to the educator. A photocopy will be taken as proof of identity for our records. If an unexpected person arrives at the centre to collect your child, educators will contact you to confirm your consent.

Parents with custody orders must provide a copy to the Centre Director. In the case of a non-custodial parent arriving to collect a child, the Centre Director will contact police and provide a copy of the order for the police to enforce. At no time will a child be allowed to leave with a parent or guardian in contravention of a custody or court order held at the centre. Such custody or court orders should be brought to the Centre Director's attention upon enrolment. However, in the event of a noncustodial parent gaining access to a child, the centre cannot be held liable.

If a child is left after hours at the centre and the parents and any nominated emergency contacts cannot be reached, the Department of Community Services and police will be notified. On the advice of the Department of Community Services the child may then be released into the care of the police.

Family involvement

We welcome and encourage your input and suggestions into our activities and policies and genuinely want to establish strong partnerships with you and your family. We value parents as partners and friends in our quest to provide the best care for each child.

We operate an open-door policy where you are welcome to spend time with your children at the centre. Parent participation sends strong positive messages to your child that you support them and are part of the child care environment.

The following is a list of activities you can become involved in:

- Reading with children
- Cooking with children
- Providing input into centre policy and procedures
- Providing feedback on parent surveys
- Sharing an interest with the children
- Adding to your child's portfolio

There are many levels of parent participation, from donating your time to sending empty containers in for educational projects. If you possess a special skill, an interesting career, or knowledge that you wish to contribute to our educational program, please inform your child's educators or Centre Director. These opportunities enlighten children and offer value to the curriculum providing life learning experiences.

Family communication

Open, honest, respectful and harmonious communication between families, educators and children is essential. We appreciate parents reading all written information from educators including posted signs, newsletters and personal communications and to respond when necessary.

Please notify the Centre Director in writing of any important changes or information regarding your child's enrolment, health, attendance or schedule. Email is used as a regular form of communication between Petit and families. Please provide your Centre Director your preferred email address(es) and keep us updated if they change. If you do not use email or rarely check it, please inform your Centre Director to make sure hard copies of emails are distributed to you.

Each Studio has a system for communication between families and educators, including a Family Information Board where important notices are posted, and a Parent Communication Book allowing families to write messages to educators. Other forms of communication are intended to offer you a view into your child's daily life and ongoing work in the Studio. This may include an evolving curriculum outline which is in each Studio giving an overview of current interests and activities.





Health and safety

Compliance

Petit Early Learning Journey centres are assessed and approved under the Education and Care Services National Law Act 2013 and Education and Care Services National Regulations 2014. Our centres comply with the National Quality Standard (NQS) and National Quality Framework (NQF). The NQS is a key aspect of the NQF and sets a high, national benchmark for early childhood education and care, and outside school hours care services in Australia.

Policies and procedures

Petit Early Learning Journey has developed a comprehensive set of policies and procedures so children receive consistent high-quality education and care. Policies and procedures provide you with clear information and guidelines about what to expect from Petit and what we expect of our families. Policies and procedures also guide the practices of our educators and provide a record of accountability. Our policies are available for review at any time and your feedback is valued. Important policies to become familiar with are:

- Delivery and collection of children
- Excursions
- Acceptance and refusal of authorisations
- Dealing with infectious disease
- Dealing with medical conditions
- Emergency and evacuation
- Health and safety, including matters relating to:
 - Nutrition, food and beverages, and dietary requirements
 - Sun protection
 - Water safety
 - Administration of first aid
- Incident, injury, trauma and illness
- Child-safe environment
- Staffing arrangements
- Relationships with children
- Interactions with children
- Service management
- Governance and management of the service
- Enrolment and orientation
- Payment of fees
- Dealing with complaints



Policy compliance and development

Petit Early Learning Journey is committed to ensuring centre policies and procedures are in line with current legislation and modern early childhood practices. We systematically and continuously review our procedures and policies in consultation with families and educators. Input and suggestions are always welcome.

Rest time

It is a legislative requirement that rest time be included in the daily program to allow children to recuperate from the morning's activities. The rest period allows children to gather their thoughts and revive for the remainder of the day. It is our policy if a child falls asleep they are in need of rest and will not be woken unless requested by you in writing. Children who do not sleep are encouraged to rest their bodies quietly and are then allowed quiet activities such as books and puzzles.

Pets and animals

To ensure your child's safety, educators adhere to legislative requirements regarding animals at the centre.

We believe animals are precious and make a valuable contribution to our programs and the development of each child. Learning and bonding opportunities arise as children periodically take care of the animals. Our animals are in well-managed, clean enclosures. Part of the daily cleaning schedule is to ensure that these animals are well cared for and that their areas are maintained and free of germs. When children touch the animals, they are asked to wash their hands with soap and water immediately afterwards.

Emergency contact

You must provide the centre with the names, contact numbers and addresses of at least two responsible people who can collect your child in case of an emergency or illness. When contacted by the Centre Director or their delegate, you as a parent, or a nominated emergency contact, must personally come to the centre to collect your sick or injured child as soon as possible.

Absences

Please notify the centre as soon as possible if your child will be absent on any scheduled day. It is necessary to advise the centre immediately if absence is due to an infectious disease as this allows educators to keep an eye out for similar symptoms in other children and minimise the spread of any infection.

Upon your child's return to the centre, you will be asked to sign an Absentee Form giving reasons for the absence. Note: Fees are payable for each of the 52 weeks of the year that the centre is open, regardless of whether or not your child attends. All parents will be notified of any illness or disease within the centre via email and / or the Centre Illness Notice section displayed on the Parent Information Board in reception.

Child health

If your child becomes ill while at the centre, the Centre Director or their delegate will contact you and request your child be taken home as soon as possible. Parents will be contacted if the child exhibits any of the following:

- A need for medical attention
- Signs they may be contagious
- An unwillingness to participate in the daily routine and saying they feel unwell
- When they require care that the centre educators cannot provide (and the Centre Director requests that they be kept away from the centre)

Exclusion due to illness

It is not possible to prevent the spread of all infections or illnesses within a centre however some can be prevented. For the health and wellbeing of all children, educators and families within our centre community, we ask you to keep your child at home if they show any signs of illness until they are well enough to participate in the daily routine, or at the discretion of the Centre Director. Your child will not be able to attend the centre for any period of time during which they:

- Are suffering from a disease or condition which is contagious through normal social contact
- Have been recommended by a medical practitioner not to attend childcare
- Require four hourly paracetamol
- Have been unwell prior to arriving at the centre
- Have received antibiotics in the last 24 hours
- Have been hospitalised in the last 48 hours

If your child has a contagious illness or an unspecified rash, you must produce a doctor's certificate stating the details of the illness, they are no longer contagious and are fit to return to the centre. A child who has not been immunised may be excluded from the centre if a condition, usually prevented by immunisation, occurs at the centre.





Medication

The administration of medication by educators is not an encouraged practice and is at the discretion of the Centre Director. Any medication requiring an educator to administer must be specifically for your child. A Dispensing Label is required to be attached to the medication and must state:

- Your child's name
- Dosage to be given
- Frequency of dosage

Medication can only be administered safely and accurately once the following procedure is completed:

- You must inform the Centre Director or your child's educator
- You must record all medication details on the Medication Form including the name of medication, any doctor instructions, time the dosage of medication is to be administered and the last time and day the dosage was administered
- All medication is labelled correctly as mentioned above
- Medication is given to the Centre Director or educator to be stored directly in the locked medicine container located in the Studio prep area
- The medicine bottle must be opened and the first dose must be administered by you

Please note, medication will not be administered if the Medication Form is incomplete or unsigned.

Educators will do their very best to encourage your child to take the medication however, they are not permitted to use force of any kind. If your child becomes distressed or will not allow educators to administer the medication, you will be informed via a phone call.

On collection of your child at the end of the day, you are required to sign the bottom of the form acknowledging administration of medication and any further comments from educators e.g. reactions. It is your responsibility to ask for the medication from educators before collecting your child.

Sun protection

Petit Early Learning Journey promotes sun safety awareness and follows guidelines requiring you to dress your child in clothing that provides protection from the sun. A hat and loose-fitting cotton T-shirt covering the shoulders, back

and neck is preferred. You are also requested to apply SPF30+ broad spectrum water resistant sunscreen 20 minutes prior to your child arriving at the centre each morning. The centre also has sunscreen available for your convenience. Depending on your child's age educators will either re-apply or advise your child to apply sunscreen periodically throughout the day 20 minutes before any sun exposure to ensure maximum protection.

Safety and emergency procedure

In an emergency situation, determined by the Centre Director as a serious injury beyond the educators' capacities, an ambulance will be called immediately. All educators have been trained in the centre's safety and evacuation procedures. An independent Health and Safety officer performs a safety inspection of the centre annually. Any safety hazards are addressed promptly.

Evacuation procedures

Educators practice the centre Evacuation Procedure with children on a regular basis. The educators and children evacuate the service and assemble at the designated assembly area. The daily roll is marked to ensure all children have been identified as present. The group will wait until the building is deemed safe to enter or in the case of a real evacuation, educators will ring you to notify you of the emergency.

Smoke free environment

Petit Early Learning Journey centres are smoke free areas. Parents, educators and all other visitors are requested to refrain from smoking within the indoor OR outdoor vicinity at any time.

Hygiene practices

Petit Early Learning Journey follows meticulous cleaning procedures to ensure a sanitary, hygienic and organised environment for all children and educators. To maintain our high levels of cleanliness in both indoor and outdoor settings educators follow cleaning schedules throughout the day. Educators model and encourage children to practice good personal hygiene by washing their hands following play, using the toilet, blowing their nose, before eating and covering their mouths when coughing or sneezing. Regular hand washing is a systematic practice throughout our centres and considered an utmost priority.





Privacy policy

How do we use, disclose and share your personal information?

We may use or disclose your personal information for the primary purpose for which it was collected, or for any secondary purpose where you would reasonably expect us to use or disclose your personal information or where you have provided your express or implied consent.

We collect your information for the primary purpose of:

- considering your request for products or services
- providing you with products or a services
- complying with our legal and regulatory obligations

We may need to share your information with our subsidiaries, related entities and our third party providers, including service providers. Generally these parties including (but are not limited to):

- insurance brokers
- banks
- legal providers
- data storage services
- email filtering
- virus scanning and other technology services providers

By providing your personal information to us, you consent to the use of your information for the purposes noted above. A full copy of our Privacy Policy can be located on our website at <http://www.petitjourney.com.au/privacy-policy/>.

Fees and assistance with child care costs



Child Care Subsidy

The Australian government is committed to ensuring that Australian families are able to access affordable, flexible and high-quality child care. The government provides a number of subsidies and programs to help with the cost of child care, with the Child Care Subsidy being the main type of assistance that most families will use.

What are the eligibility requirements?

To be eligible for the Child Care Subsidy the following requirements must be met. Your child must:

- Be a 'Family Tax Benefit child' or 'regular care child'
- Be 13 or under and not attending secondary school
- Meet immunisation requirements

As the person claiming the Child Care Subsidy, you or your partner must:

- Meet residency requirements
- Meet the Child Care Subsidy activity test (or be eligible for an exemption)
- Be liable to pay for care provided under a Complying Written Arrangement (your written agreement) with your child care provider

Child care must be provided by an approved provider in Australia and not be part of a compulsory education program, for example school. There are exemptions for individuals who genuinely cannot meet some eligibility requirements. Petit is an approved provider.

How much can a family receive?

The level of subsidy a family receives will depend on three factors:

- Your income - a family's (both partners) combined income
- An activity test - what activities you and your partner undertake or exemptions that might apply
- Service type - the type of approved child care service used, for example Centre Based Day Care

For further information:

www.humanservices.gov.au/individual/services/centrelink/child-care-subsidy

Child Care Subsidy and immunisation

To be eligible for Child Care Subsidy, your child must meet immunisation requirements according to the Australian Standard Vaccination Schedule or be on a catch-up vaccination schedule or you may have an approved exemption for your child. Please note: The Victorian government amended the Public Health and Wellbeing Act 2008 which prohibits the enrolment of unvaccinated children in Victorian childcare centres unless they have a medical exemption (which includes a contraindication or evidence of natural immunity) or are undergoing a catch-up schedule.

You can access your child's immunisation history statement via your Medicare online account through myGov. If you don't have a myGov account, you can create one and then link it to your Medicare online account, or the Express Plus Medicare mobile app. If you don't have the app, you can download it to your mobile device from the App Store or Google Play.

Child Care Subsidy and family payments

Prior to commencing with Petit we advise families to contact Family Assistance Office to determine eligibility for Child Care Subsidy if this is not already known. We also require families to sign Complying Written Agreement and confirm their child's enrolment with Petit. In the absence of this confirmation Petit will charge full fees with a subsequent adjustment to your family account, once Child Care Subsidy is approved and allocated.

Method of payment

It is a policy of our centres that all fees are paid one week in advance by direct debit (DebitSuccess) weekly on a Friday. If some unexpected event means you may have difficulty meeting your payment requirement, please discuss the matter with your Centre Director as soon as it becomes evident. We require an advance notice of two weeks for any cancellation or change to your booking.

Late payment of fees

The Centre Director has the authority to terminate an enrolment at the centre where fees remain outstanding for one week and no agreement to pay is in place. Your child's placement may also be terminated where they are absent from the centre for two weeks without prior written notice given and fees are in arrears. Continual or habitual lateness in payment of fees may jeopardise your child's placement at the centre.

Refunds

If an account goes into credit due to the application or backdating of Child Care Subsidy entitlement, that credit will remain on your account to be offset against subsequent fee charged. If an account is in credit when a child leaves the centre and after all fees owing have been paid, then the source of the balance will be reviewed to determine whether the money should be returned to you or refunded to the government as an overpayment of Child Care Subsidy.

Allowable absences

Child Care Subsidy is paid for up to 42 absence days for each child per financial year. Absence days are referred to as 'Initial 42 days absence' in the family assistance law.

- Each child receives a new quota of 42 absence days at the beginning of July
- Absence days can be taken for any reason (provided the day being claimed as an absence is a day on which care would have otherwise been provided)
- Absence days cannot be claimed before a child has begun care or after a child has left care

Additional absence days

Once initial absence days have been used Child Care Subsidy will also be payable for absences taken for the following reason:

- Illness (with a medical certificate)
- Non-immunisation
- Rostered days off
- Rotating shift work
- Temporary closure of a school or pupil-free days
- Periods of local emergency
- Shared care arrangements due to a court order, parenting plan or parenting order
- Attendance at preschool
- Exceptional circumstances

These are also called 'additional absence days'. There is no limit to the number of additional absence days for which Child Care Subsidy may be paid, providing:

- They are taken for any reasons specified above
- Supporting documentation (where required) is provided

They are days on which care would otherwise have been provided

Continuous absences

Centrelink will automatically end your enrolment with Petit if your child does not attend the centre for eight (8) continuous weeks. This results in Child Care Subsidy payments for the entire eight (8) week period being adjusted to NIL. Accordingly you will be charged full fees for this same period. When your child returns to the centre after such continuous absence you will need to re-establish your care arrangements with Petit, enter into a new Complying Written Agreement and confirm the new enrolment with Centrelink.

Holidays

Each family is entitled to the equivalent of two weeks of booked days at half price fees for holidays per calendar year (non-accumulative). This entitlement is dependant on a Holiday Request Form being received by the Centre Director two weeks prior to holidays being taken and all accounts are paid up to date.

Holidays do not have to be taken consecutively. For example, if your child is booked for three days per week, you are entitled to six days of holidays. These days can be taken individually.

Public holidays

It is our policy that fees are payable for the days your child is booked into the centre. If a public holiday falls on one of the days your child is booked in, fees are still payable even though the centre is not open.

Withdrawal from care

When a child is to be withdrawn from care, you must give two full weeks' notice by completing a Change of Booking Form. Even if the child does not attend the centre during this period, fees are still payable. If the child is withdrawn without notice, two weeks of full fees must be paid regardless. If fees have been paid in excess of the two-week notice period, then the balance will be refunded. The notice of withdrawal is effective from the date the form is lodged in writing with the Centre Director.

Reduced booked days

When a parent requires a reduction in a child's booked days, or wishes to change days the child attends the centre, you must give two full weeks' notice by completing a Change of Booking Form. If your child does not attend the centre during this period, fees are still payable.

Bond enrolment

Selected centres require a bond to secure your child's enrolment. Until this bond is paid your child's place will not be secured however will remain on our waitlist.

Terms of this bond are as follows:

- This bond amount is \$275
- The bond is refundable at the cessation of care of the child
- The bond payment will be taken by DebitSuccess as soon as your completed forms are returned
- The bond payment does not represent fees in advance. The fees in advance will be taken upon your child's first attendance at our centre

Please check with your Centre Director on the bond requirement.



Have a question?

Feel free to get in touch:

1300 173 848

enquiries@petitjourney.com.au

www.petitjourney.com.au

