



Dear Parents,

Thank you for your interest in Sandcastles Chatswood Nursery and Long Day Care Centre.

Attached you will find a 'Starter Pack' which includes:

- a brief description of the programs and services available
- frequently asked questions and answers re: long day care services
- a Waiting List Registration Form.

We currently have a waiting list for all age groups. Childcare places are offered from this waitlist according to the date of receipt of the application, and in compliance with priority placements under Department of Community Services legislation.

Places are offered in October/November for the following January each year. If vacancies occur throughout the year, positions will be offered both internally and from the waitlist.

If you want to place your child's name on our waiting list, please post the completed two-page Waiting List Registration Form (attached), with a payment for \$50* (admin fee).

Thank you again for your enquiry about Sandcastles, we are committed to providing your family with a service of the very highest standard. Our ambition is to create a welcoming and friendly environment that will enable all children at the centre to have the most positive experience possible.

If you have any further questions please do not hesitate to contact us by telephone on 1300 662 497, or via email to enrolments@sandcastleschildcare.com.au

We look forward to meeting you and your child on enrolment.

Kind regards,

Sandcastles Administration Team

* \$50 waiting list administration fee can be paid via:

Cheque in favour of Sandcastles Nursery & Long Day Care Centre Pty Ltd. It should be posted with your completed two-page Waiting List Registration Form to **Level 4, 1 Cambridge Lane, Chatswood 2067**, or by

Direct Credit to Sandcastles Nursery & Long Day Care Centre Pty Ltd. Bank: Bank West BSB: 302100 Account No: 1146845



Welcome to Sandcastles' Chatswood Centre, we hope you find this short guide helpful.

Please note that this information is not intended to be an exhaustive guide to the centre; upon enrolment you will receive a Parent Handbook, which will detail the day-to-day operations and centre practices.

Do we have a basic philosophy that we are working to?

Our philosophy is simple: "that every child in our care has the best possible experience each and every day."

At Sandcastles we aim to:

- Provide opportunities for children to learn through social interactions, to develop and build strong, meaningful relationships with carers and their peers.
- Respect the choices and decisions made by each child, and value the differences each individual brings to our community.
- Foster trusting and caring relationships between staff and families, and support parents as they balance work and family life.
- Provide qualified, experienced and motivated carers who are responsive to children's interests and needs, and are there to guide, facilitate and support children's learning and development.
- Create a stimulating environment where children learn through play, and present learning programmes that include both planned and spontaneous experiences.

- *Further information is available in our Parent Handbook.*

The Sandcastles Environment

The location of our centre was specifically chosen for its centralised position, easy access and its accessibility within the local community, into which Sandcastles hopes to become fully integrated.

When are we open?

The Chatswood Centre is open Monday to Friday from 7.30am to 6.00pm. We close for two weeks over the Christmas period, and on Public Holidays.

How will the classrooms be identified?

The classrooms are each decorated with a different motif. Individual names have been given to the children's rooms throughout the centre - they are all fun names which can be generally associated with the Sandcastles' theme: [Starfish](#); [Fairy Penguins](#) and [Dolphins](#).





Do I need to supply morning tea, lunch or afternoon tea for my child?

No, all meals are supplied including morning tea, lunch and afternoon tea. All food is prepared on the premises.

Daily menus offer a range of nutritious meals for children, balancing all five food groups and following the dietary guidelines. Weekly menus are displayed for parents to help you plan for your child's meals at home.

A number of infant formulas in the S26 range will be provided by the centre. If your child is not on one of the formulas in that range, parents will be asked to supply their child's specific formula.

If your child has an allergy or intolerance you can meet with the Centre Manager to see if we can accommodate your child's specific needs. The Centre Manager will ensure appropriate documentation is completed as per our Allergies and Anaphylaxis policies and procedures. N.B. in cases where we cannot accommodate your child's needs, parents may be asked to supplement some foods.

Do I need to supply nappies?

No, Sandcastles provides all nappies.

What do I need to bring for my child who is in one of the nursery rooms?

Sandcastles provides bottles, bibs and linen for children in the nursery rooms. These are washed at the centre. You are asked to supply a container from home with water only, for use during the day.

Parents are asked to provide a few changes of clothes in case your child requires changing throughout the day. For hygiene and practical reasons, children's clothing is returned to their bags for families to wash at home.

What do I need to bring for my child who is in a toddlers or preschool room?

- a legionnaire-style sun hat
- a water bottle for drinking water throughout the day
- a set of bedding appropriate for a stretcher bed (preschool only)

A child Preschool Package is no longer supplied, but sheets are supplied free. Please ask the Centre manager or Room Leader for details

Parents are encouraged to pack at least one full change of clothing, including at least three pairs of underwear. Additional pairs of underwear are required for children who are toilet training. If your child is toilet training please ensure he/she is dressed appropriately to allow them quick and easy access to the toilet - i.e. no overalls.

Parents are asked to label all items of clothing. A waterproof marker or sew-on label is good for this purpose.

Staff encourage children to wear smocks for 'messy play' and art/craft activities, but occasionally children still get dirty and sometimes clothes can be stained. To protect the clothes without inhibiting your child's play and creativity, we ask you to dress your child in sensible 'play' clothes - not 'best' clothes.

Parents are encouraged to bring their child's clothing in an appropriate-sized bag that is clearly labelled.





Fees (from 1st January 2011):

Starfish room for approx 0-1 year olds	\$113 per day
Fairy Penguins room for approx 2-3 year olds	\$ 98 per day
Dolphins room for approx 4-5 year olds	\$ 90 per day

Fees are payable two weeks in advance via Direct Debit or Credit Card.

Child Care benefit (CCB): To find out about your eligibility you can phone the Family Assistance Office (FAO) on 13 61 50. *Please note:* all parents are entitled to some type of childcare benefit.

To claim CCB you must first register with the FAO and receive a Customer Reference Number (CRN).

On your child's first day you will be provided with the centre's Childcare Provider Number to allow you to claim CCB as a fee reduction - or as a lump sum claim at the end of the financial year.

Immunisation:

The Public Health Act of 1992 requires that parents supply their child's immunisation records to any childcare centre in which the child is enrolled.

Immunisation is a matter for each family's individual consideration, however, in the event of an outbreak of a vaccine-preventable disease at the centre, the management is obliged to notify the department of Health of any un-immunised children in the centre. If your child is not immunised he/she may be excluded from attendance for such time as the department deems necessary - but the daily fee must still be paid.

Child Identification:

Under the Children's Services Regulations 2004, the Centre manager is required to verify each child's personal information upon enrolment. Parents are asked to bring their child's original birth certificate to their orientation visit for the centre to copy their records.

Parent/child amenities:

We have put a lot of thought and effort into the design of our centres.

Parents wishing to select a centre for their children would undoubtedly be looking for certain standards. At Sandcastles we are proud to offer such amenities as air-conditioned premises, lift access from ground floor, disability access to the Australian Standard and so forth. Also our eco-friendly (including appropriate use of rainwater) design ensures year round comfort for your child, both indoors and outdoors.

We encourage parents to spend time within the centre, playing with their child and interacting with the childcare staff. We encourage the interest and involvement of parents to share in, contribute to and feel a part of their child's daily childcare experiences. We also encourage parents to share information with childcare staff, and we always encourage open communication between staff and parents so that we can support each other's role in the care and education of the child.





Chatswood Waiting List Registration Form Page 1

Date.....

Care Requirements?

Requested Start Date.....

Days requested (please tick) Monday Tuesday Wednesday Thursday Friday

Arrival Time:..... Departure Time:.....

About Your child?

Given Name(s)..... Last Name:.....

Former name(s) or any other name(s) in which child is known by:.....

Date of Birth:...../...../..... Gender: Male Female

Address:.....

Suburb:..... Postcode:.....

About You?

Mother's Surname:..... Given name(s).....

Former name(s) or any other name(s) in which the mother is known by:.....

Address..... Postcode:.....

Current work status (please tick): working seeking work studying home duties maternity leave

Place of employment if working.....

Phone: W..... Phone: H..... Mobile.....

Email address:.....

Father's Surname:..... Given name(s).....

Former name(s) or any other name(s) in which the father is known by:.....

Address..... Postcode:.....

Current work status (please tick): working seeking work studying home duties maternity leave

Place of employment if working.....

Phone: W..... Phone: H..... Mobile.....

Email address:.....

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Chatswood Waiting List Registration Form Page 2

Your Family details?

Family Profile/Marital Status:..... Language spoken at home:.....

Child's Ethnicity/Cultural Identity:.....

Child's Cultural/Religious Customs:.....

Custodial Order? *The centre must be informed of any court order affecting the custody, or residence of, or access to the child.*

Is there any custodial order relating to the child? Yes No

If YES, please provide details:.....

Intervention Services?

If enrolled with an intervention service, please give details:.....

Your Child's Health and Dietary Information?

Child's Name(s):.....

My child has had, or is suffering from: (please circle where appropriate)

Asthma / Autism / Bronchitis / Cerebral Palsy / Chicken Pox / Convulsions / Croup / Cystic Fibrosis / Diabetes / Diphtheria /
Epilepsy / Exccema / Glandular Fever / Haemophilia / Impetigo / Leukaemia / Measles / Meningitis / Middle Ear Disease / Minimal Brain / Dysfunction /
Mumps / Muscular Dystropia / Phenylketonuria / Scarlet Fever / Temper Tantrums / FTonsilitis / Rheumatic Fever / Rubella / Whooping Cough.

If you have circled any of the above, please see Centre Director for Health Management Plan.

Allergies:

If you have written anything above, please see Centre Director for an Allergy Alert Action Plan.

Dietary Restrictions:

If you have written anything above, please see Centre Director for an Allergy Alert Action Plan.

Additional needs - including any special requirement relating to your child's culture, religion or ability (please state):

.....

Other relevant medical information:.....

Has your child been immunised? Yes No

Waiting List Administration Fee Payment Details:

\$50 administration fee paid (please tick) via Direct Credit - date paid...../...../..... via cheque attached

Direct credit to: Sandcastles Nursery & Long Day Care Centre Pty Ltd. Bank: Bank West BSB: 302100 Account No: 1146845

Cheque made out to: Sandcastles Nursery & Long Day Care Centre Pty Ltd. Post to Level 4, 1 Cambridge Lane, Chatswood 2067