



Wagga Wagga Early Years  
Learning Centre



Welcome to  
**Wagga Wagga Early  
Years Learning Centre**



## Welcome to Wagga Early Years Learning Centre

Welcome to Wagga Wagga Early Years Learning Centre (WWEYLC), and thank you for enrolling your child with us. This Parent Handbook provides important information about our service, including key policies and administrative details.

WWEYLC is a small, family-owned centre committed to providing a safe, nurturing and stimulating environment that reflects each child's strengths, interests and diversity. We operate under the Education and Care Services National Regulations and are open 52 weeks per year, 7:30am–6:00pm, excluding public holidays and the Christmas / New Year closure. We cater for children aged 6 weeks to 5 years.

## Our Mission

Our mission is to provide high-quality, play-based early learning in a safe, nurturing, and home-like environment. We aim to respect each child's individuality, celebrate diversity, support their development, and work in partnership with families to ensure every child thrives.

## Supporting Your Family from Day One

Starting childcare can feel daunting for both children and parents. At Wagga Wagga Early Years Learning Centre, we provide a safe, nurturing environment that supports your child's growth and eases the pressures of family life. Our qualified, passionate educators work in partnership with you to make your family's transition smooth and welcoming. We aim to create a place where every child feels valued, happy, and confident each day.

# Educational Program and Practice

At WVEYLC, children participate in a program based on the Early Years Learning Framework (EYLF). Our educators plan meaningful experiences that reflect each child's strengths, interests, and needs, while also responding to daily interactions and routines. Partnerships with families are key to supporting children's sense of belonging, being, and becoming. Educators foster secure, respectful relationships, value children's ideas and play, and create environments that encourage exploration, creativity, and shared decision-making.

Our learning spaces are welcoming, open, and reflective of children's identities, using natural materials to inspire curiosity, connection with nature, and environmental awareness.

## Our Commitment to Child Safety

The safety and wellbeing of every child at WVEYLC is non-negotiable. We maintain rigorous policies, procedures, and supervision to ensure a secure environment, and our educators are trained to identify and respond to any risks. We work closely with families to uphold the highest standards of care, ensuring every child is protected, respected, and supported at all times.

## Our Commitment to Sustainability

We are committed to fostering a love and respect for the environment by integrating sustainable practices into daily routines, our facilities, and teaching. Through hands-on experiences, discussions, and activities such as recycling, conserving water, and reducing energy use, children are encouraged to explore ways they can make a positive impact. Our aim is to equip them with the knowledge, skills, and values to become environmentally responsible and thoughtful custodians of the earth.



# Enrolment Information

Applications are accepted year-round, subject to availability. To enrol, complete the waiting list form via OWNA. Once a place is offered, the enrolment package must be completed, required documents uploaded, and \$200 bond and a \$110 enrolment fee paid. The Centre also requires your child's birth certificate, immunisation record, and, if applicable, a Risk Minimisation and Communication Plan for Medical Conditions or certified court orders. Children with medical conditions or special needs will have their enrolment reviewed to ensure appropriate support. Enrolments are submitted to Centrelink for confirmation, and details are shared with Room Educators.

## Fees

Our service has two daily fee rates:



\$158 for children under 3 years



\$156 for children 3 years and older

These fees include all meals, nappies, and Cancer Council SPF 50+ sunscreen. Fees apply for every day your child is enrolled, including sick days, holidays, and public holidays (except when the Centre is closed by Approved Provider Choice), and a full daily fee is charged regardless of the hours your child attends. Fees are payable 52 weeks a year and should be kept one week in advance. Payments are made via direct debit through OWNA, with receipts emailed for your convenience. Full fees apply until your enrolment is confirmed via myGov and Centrelink.

## Child Care Subsidy

Child Care Subsidy (CCS) is a payment from the Australian Government that helps reduce the cost of childcare. Eligibility is based on residency requirements, your family income, activity level, and your child meeting immunisation requirements. Claims are made through your myGov account linked to Centrelink, with payments made directly to the service. As your child has a permanent booking, all booked absences remain payable. Families receiving CCS are entitled to 42 allowable absence days per financial year for illness, personal reasons, or public holidays your child would normally attend. Additional absences may be approved with supporting documentation. Absences can be viewed through your Centrelink account or on your statement. Once your enrolment has been submitted, please confirm it through Centrelink so your CCS can begin. Please ensure the parent/guardian linked to the CRN is listed as the first contact, as this information is submitted directly to Services Australia. Please note, the service cannot determine your CCS entitlement, as all final decisions are made by Centrelink.

## Allowable Absences (CCS)

As your child has a permanent booking at the Centre, all absences are still payable. For families receiving Child Care Subsidy (CCS), your child has 42 allowable absence days per year, which can be used for sickness, personal reasons, or public holidays they would normally attend. Additional absences beyond 42 days may be approved if you provide a medical certificate or other supporting evidence, please speak to us if needed. You can check your child's absences on your online statement via 'View Child Care Details and Payments' in your Centrelink account, or at the bottom of your statement.

## Travelling Outside of Australia

If your family travels overseas for a short period, your Child Care Subsidy (CCS) can continue for up to 6 weeks, provided you are still paying for childcare in Australia. After 6 weeks abroad, Services Australia will stop your CCS, and full fees will apply. If your subsidy ends while you are overseas, you may need to submit a new CCS claim when you return to Australia.

## Arrival and Departure

Your child's safety is our top priority. To ensure a safe and calm start and end to the day, children must be dropped off and collected during the Centre's operating hours and signed in and out using the OWNA iPads in the foyer. The authorised person must collect all belongings and notify a staff member when leaving or taking the child home. Children will only be released to authorised persons listed on the enrolment form unless prior arrangements are made with the service. Anyone unfamiliar to educators must provide photo identification. Please ensure anyone collecting your child is aware of the Centre's closing times. Late pick-ups may incur a fee.

## Late Pick Up Fee

All children must be collected by 6:00pm as the Centre is not licensed after this time. If you anticipate being unavoidably late, please notify the Centre Manager in advance. A late pick-up fee of \$50 for the first 10 minutes applies, with an additional \$5 per minute per child thereafter. Please note that Child Care Subsidy (CCS) cannot be applied to late fees.

# Sun Safety

At WWEYLC, protecting children from the sun is a top priority, following NSW Health and Cancer Council Australia guidelines. Children and staff wear hats and protective clothing, and SPF 50+ sunscreen is applied as recommended. We ask that children arrive with sunscreen already on so they can join outdoor play immediately. Children without hats play in shaded or covered areas, where engaging activities are provided, and staff consistently model and encourage sun-safe behaviours.

## Clothing

To help your child feel comfortable and enjoy all activities, we recommend practical, easy-to-wash clothes that allow plenty of movement. Shoes should be safe for running, climbing, and jumping, and simple enough for your child to manage on their own. Tops and dresses should have sleeves, and broad-brimmed hats are needed for sun safety. Accidents happen sometimes, so please pack a complete change of clothes in your child's bag each day.

## Hats

Children must wear a sun-safe legionnaire or broad-brimmed bucket hat during outdoor play, in line with our Sun Protection Policy. Caps are not permitted. Hats must be clearly labelled, kept in your child's bag when not in use, and washed regularly. WWEYLC logo hats are available at Reception but are not compulsory.

## Dummies

If your child requires a dummy, it must be clearly labelled and stored in a named container. Please inform educators of your preferences for its use so we can support consistency throughout the day.



## Rest and Sleep

Rest and sleep routines are tailored to each child's individual needs. We follow the Red Nose Safe Sleeping Guidelines, and all staff complete annual safe sleep training to ensure these practices are consistently applied. Children use mattresses or cots depending on their age, with soft music in the background, and may bring a comfort item if they wish. Please discuss your child's rest or sleep needs with their Educators so we can support them appropriately.

## Bottles & Breast Feeding

Please provide sterilised, clearly labelled bottles and formula (in the original container or pre-measured); do not pre-mix bottles. We use a BIBO machine to prepare water at the correct temperature, and all bottles or breast milk should be handed to an Educator or stored in the room's fridge/freezer. Bottles and breast milk are warmed safely using approved bottle warmers. For breastfeeding families, we offer a comfortable, welcoming, and private space for feeding, so you and your baby can enjoy quiet, relaxed time together whenever needed.

## Toys

Our Centre has plenty of toys and resources for all children to enjoy, so we ask that children do not bring toys from home. This helps keep play safe and fair for everyone.

## Behaviour Guidance

Our Educators use a consistent Behaviour Management approach across the Centre to help children learn self-discipline, respect for others and their belongings, and how to manage their own behaviour. This guidance is positive and supportive, helping children grow in confidence and understanding. If you'd like to know more, please chat with your child's Educators or check our Service Policies.

## Inclusion

We are committed to creating an environment where every child can participate, learn, and thrive. Our Centre values diversity and believes that adapting programs and spaces to include all children enriches the experience for everyone. In line with the Early Years Learning Framework (EYLF), we consider each child's unique social, cultural, and linguistic background, learning style, abilities, and family circumstances when planning our curriculum. Families are always welcome to discuss their child's individual needs with our educators.

# Communication

Good communication is essential, and we understand that drop-off and pick-up times can be busy. To keep you informed and involved, we offer a variety of ways to stay in touch, including:



OWNA



Phone Calls



Emails



Face to Face Conversations



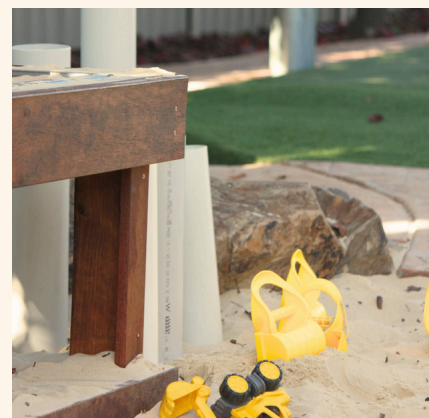
Formal Meetings

# Service Policies

A copy of our Centre's policies is available in the foyer and on OWINA. These policies are based on current legislation and best practice, and are designed to keep everyone safe. We welcome your feedback and input to help us continually improve.

# Privacy and Confidentiality

We take your privacy seriously and follow Australia's National Privacy Principles. Any information you share helps us support and plan for your child, but we will never disclose personal details to others without your permission, unless the law requires it. We also seek your consent before requesting information from other professionals. You are welcome to access your child's file at any time or request a copy of the information it contains.





## Medication

We can only give prescription medication that is in its original container with the child's name, dosage, and instructions on the pharmacy label. On arrival, please hand the medication to an Educator for safe storage and complete a medication authorisation form.

## Allergies, Asthma & Medical Conditions

Any allergies, asthma, or medical conditions must be noted on the enrolment form. Before your child starts, families will complete a Medical Conditions Risk Minimisation and Communication Plan and a Medical Alert. For children with Anaphylaxis or Asthma, a Doctor-signed action plan is also required. These plans are reviewed annually, and families must notify the Centre immediately if a medical condition is diagnosed after enrolment.

## Immunisation

To attend care at WWEYLC, children must be up-to-date with their immunisations according to the National Immunisation Program Schedule. This is required by NSW Health and for Child Care Subsidy (CCS) eligibility. Families are responsible for keeping records current by uploading the latest Immunisation History Statement from Medicare to OWNA. If records are not updated, CCS may be stopped by Centrelink, and full fees will apply until resolved. If you need help uploading documents or accessing your child's immunisation statement, please ask our staff, we're happy to assist.

## Incidents & Accidents

If a serious incident or accident happens, centre management or an educator will notify parents promptly. An incident report will be prepared for all incidents, including injuries, illnesses, or accidents, outlining what occurred and any first aid provided. The report will be signed by an educator, centre management and parents will be asked to sign to confirm they have been informed. If a child attends a health professional or hospital following an incident at the service, a Serious Incident Notification may be submitted to the Early Childhood Regulatory Authority.

## Emergency Contacts

To ensure we can promptly notify parents of any emergencies, injuries, or illnesses, it is essential that your contact information is up to date. Please inform management of any changes, including phone numbers, addresses, emergency contacts, or family circumstances.

## First Aid

At WWEYLC, the health and safety of children, staff, and visitors is our priority. First aid supplies are readily available throughout the Centre and on excursions, allowing for prompt responses to any incidents. All staff are supported to complete regular First Aid, CPR, and Anaphylaxis training, ensuring they can provide immediate care and maintain high standards of safety and wellbeing.

## Illness & Infectious Diseases

At WWEYLC, we are committed to providing a safe, healthy, and hygienic environment for all children. To protect everyone, please do not bring your child to the Centre if they are unwell. If a child becomes ill during the day, we will provide comfort and support while contacting a parent or authorised emergency contact for collection.

For infectious illnesses, children must stay home for the period recommended in the Staying Healthy in Child Care guidelines and our Infectious Disease Policy. When collecting your child, families will receive details about symptoms, onset, behaviour, and any care provided, which can be shared with your doctor. Please also inform Educators of any medication (including Panadol or Ibuprofen) given within 24 hours prior to attending. Our policies follow NSW Health and Early Childhood Education and Care guidelines to ensure the wellbeing of all children, families, and staff.

Condition	Exclusion
Glandular Fever	Exclude until the child is well enough to return
Measles	Exclude for at least 4 days after the onset of the rash
Hand, Foot and Mouth	Exclude until all blisters have dried
Conjunctivitis	Exclude until discharge from eyes has ceased
Measles	Exclude for 6 days after the onset of the rash or until fully recovered
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative swabs
Mumps	Exclude for 5 days after the onset of swelling
Chicken Pox	Exclude until all blisters have dried, usually 5 days after the rash appears
Whooping Cough	Exclude for 5 days after starting antibiotic treatment
School Sores (Impetigo)	Exclude until treatment has commenced. Sores on exposed surfaces must be covered with a dressing
Diarrhoea	Exclude until there has not been a loose bowel motion for 48 hours.
Ringworm	Exclude until the day after appropriate antifungal treatment has commenced
Scabies	Exclude until the day after appropriate treatment has commenced
RSV	Exclude for 8 days from positive result and symptoms are clear

## Meals

At WWEYLC, we promote healthy eating and provide at least 50% of children's daily nutrition in line with NSW Health's Munch & Move initiative. Menus, created by qualified educators and cooks, follow Australian Dietary Guidelines and focus on safe, balanced meals with fresh, seasonal produce. Children enjoy morning tea, lunch, afternoon tea, and a late snack, featuring culturally diverse foods low in sugar, salt, and saturated fat, with milk served daily.

## Digital Photography

Upon enrolment, parents will be asked to provide consent for staff to take photos, videos, or audio recordings of their child. These may be used in Child Portfolios, newsletters, centre activities or events, and on social media. Please ensure families carefully read and complete the consent section of the enrolment form so staff are aware of each family's preferences and permissions.

## Qualifications

All our staff hold or are working towards qualifications in Early Childhood Education and Care, including Certificate III, Diploma, or Bachelor levels. We also offer traineeships in Certificate III and Diploma programs, providing hands-on experience, mentoring, and a supportive team environment. These programs help develop future educators while enhancing the quality of care and education for children and families.



## Birthdays

At WWEYLC, we love celebrating children's birthdays! Families may provide a store-bought cake for their child to share, but it must be clearly labelled with all ingredients and allergen information. Please discuss your plans with your child's Room Educator in advance so arrangements can be made for a safe and inclusive celebration.

## Nominated Supervisor

Approved Provider Emma Bentley, with over 30 years in childcare and a Bachelor of Education (Birth to 8 Years), mentors and supports Centre Managers. She ensures operations meet the service's values, regulations, and quality standards, while guiding staffing, enrolments, and professional development. Emma's leadership empowers managers to confidently deliver high-quality care and education.

## Management

At Wagga Wagga Early Years Learning Centre, our qualified management team ensures high standards of care, education, and safety, following the NQF, EYLF, and Child Safe Standards. They support and mentor staff to foster a positive, collaborative environment, creating a safe and nurturing culture for both children and educators.

## Educators

At WWEYLC, our dedicated staff are committed to providing high-quality, nurturing, and individualised care. Team members are carefully selected through a structured process including interviews, trial shifts, and a comprehensive induction program to ensure they align with our values and service expectations. Staff also participate in ongoing professional development to remain current with best practice and child safety requirements, supporting a safe, positive and welcoming environment where every child can thrive.

## Cancellation of Care or Reducing Days

From 1 January to 31 October, parents must provide two weeks' notice for any changes to care, including ending enrolment or reducing days. To reduce attendance days, please complete the "Notice of Dropping Days" form via OWNA. Your child's enrolment and absences will be assessed by CCS, which may take up to 14 weeks, after which any bond or advanced fees will be refunded. Notice given after 31 October will not be accepted, and children must remain in care until the last day of trading for the year, usually 24 December.



## Service Information

Our service caters for children aged 6 weeks to 5 years and operates 52 weeks a year, with opening hours from 7:30 am to 6:00 pm. We are closed on public holidays, with notice given in advance, and also close each year for the end-of-year break between Christmas and New Year, with exact dates varying depending on public holidays.

## Contact Information

### **Turvey Park**

Phone: 02 692551022

Email: [turveypark@wweylc.com.au](mailto:turveypark@wweylc.com.au)

### **Boorooma**

Phone: 02 69331723

Email: [boorooma@wweylc.com.au](mailto:boorooma@wweylc.com.au)

### **Glenfield**

Phone: 02 69311000

Email: [glenfield@wweylc.com.au](mailto:glenfield@wweylc.com.au)

## Grievance & Complaints

If you have any concerns, please contact the Centre Management Team so we can address them promptly. Sharing your concerns helps us resolve issues, improve our practices, and ensure every child receives the highest quality care and education.



# **Wagga Wagga Early Years Learning Centre**

**[waggawaggaearlyyearslearningcentre.com.au](http://waggawaggaearlyyearslearningcentre.com.au)**