



## Welcome to Nicky's Kids Town,

Our centres are open from 7:30am till 6pm 51 weeks per year  
Catering for 0 to 6 years old

Located at

**Chatswood**  
**5 / 31 Gibbes Street**  
**Chatswood NSW 2067**  
**(02) 9417 2444**

**Lane Cove**  
**18-20 Orion Road**  
**Lane Cove NSW 2066**  
**(02) 94279280**

**Artarmon**  
**11 George Place**  
**Artarmon NSW 2066**  
**(02) 9420 0555**

Web [www.nkt.com.au](http://www.nkt.com.au)

*"The philosophy of our centres is to provide each child with a home away from home atmosphere, whilst meeting individual needs and educational needs of each child"*

### **Who are we?**

NKT was established in 1991, by Nicole and Frazer Upfold and today still remains a small family business. Because the centres are family owned and orientated, we believe that we are better than the large corporate, some of our attributes are Low staff turn over, low children turnover, high sibling enrolments, lower overheads and company directors involved in the day to day operation of the centres.

NKT is recognised for its staff training by the Department of Education and Training and in 2004 was awarded the Federal minister's NSW Metropolitan employer of the year.

We provide a quality service for both children and their families, we encourage all parents to discuss any concerns they have with our centre directors, so that we can attend to them as quickly as possible. Parent participation is openly endorsed at NKT.

Thank you for choosing Nicky's Kids Town to care for you child, we hope that as a parent you will be very happy with our centre



## Program Objectives

Our qualified, dedicated and professional staff is responsible for planning and implementing a program reflective of each child's individual and developmental needs.

### **No Area of development is considered more important than another**

- *To foster the relationship* between staff and parents so that they can support each other in their complimentary roles, and to ensure the parents become as involved as much as they are comfortable within the program.
- *To Encourage social development* by providing opportunities for sharing, turn taking, making friends, resolving conflicts, solving problems, helping others, recognising and accepting others, cooperating as a group and building self esteem.
- *To encourage emotional development* through verbal expression of thoughts and feelings, experiencing appropriate rules and limitations, experiencing kindness, justice and empathy and recognition and respect for other children's emotions. We also aim to Develop responsibility for one's own actions in self-help, health, safety and interpersonal areas and to exercise appropriate independence.
- *To encourage the physical development* of gross motor skills though outdoor equipment and games, as well as fine motor development through the use of manipulative toys, puzzles and other small tools and objects.
- *To Encourage language skills* through stories, group public speaking, puppetry, singing, socialisation with other children, games, dramas, problem solving and conversation with adults.
- *To facilitate intellectual development* by widening the children's experience in order to increase knowledge, basic concept and skills.
- Offering many kinds of materials will develop creativity and frequent experiences in music, art, drama, literature and other skills will also develop creativity.
- To provide a pleasant atmosphere at meal times by providing children with a nutritious, well balanced meal, where the children are allowed to interact with other children and staff, also to become independent in feeding themselves where appropriate.
- We aim to provide children with 50% of their daily-recommended dietary intake of nutrients in the form of safe and appetising foods and provide an eating environment that assists in the transmission of family and multicultural values. The children are provided are hot lunch, morning and afternoon tea, and supper. Babies are provided with formula or milk for bottles during the day.
- To provide every child with adequate periods of quiet time to ensure adequate energy levels are maintained throughout the day. Children are required to rest or sleep after lunch for this reason.
- To provide children with a link to their surrounding community by including regular excursions. Parents will be required to give full written permission for this before any child is allowed to leave the centre. At other times visitors will be encouraged to visit our centre to increase the child's understanding of the society we live in.
- To provide children leaving for Primary school with adequate skills, information, knowledge and love of learning that they will need for the years ahead.



## Enrolment Procedures

- Enrolment form must be completed fully with signatures
- A copy of your child's Immunisation Records (blue book) and Birth Certificate is required to maintain records according to DoCS and DEEWR Regulations.

## Children's Arrival and Departure

Parents must accompany their children to and from the centre, ensuring that at least one member of staff greets their child upon arrival and farewells them on departure.

Please ensure you sign your child in and out on the attendance register, so that we have an accurate record of which children are in the centre in case of an emergency. The staff cannot chaperon your children to and from your car, as the staff cannot sign the children in or out. Also centre staff cannot remove, install or be responsible for any type of car seat, child restraint or seat belt.

## FEES

### Terms and Conditions

- **Balance as at end of current billing week + 2 weeks in advance.** Our billing cycle is weekly only Nicky's Kids town uses the services of Ezidebit only. Transaction fees are charged by Ezidebit and are not included in Nicky's Kids Town Fees *Please refer to their debit application form and terms and conditions*
- **Fees at Nicky's Kids Town are based on the room ages not the child's age**
- Fees are payable for all of the days your child / children are booked into the centre regardless of whether or not they attend, these days include Public Holidays, Annual Leave and Illness. Fees are not charged over the Christmas and New Year closure
- Nicky's Kids Town will adjust fees with Ezidebit **without any notice** for any arrears
- Nicky's Kids Town can terminate your Childcare should your fees be in arrears. Fees in arrears and will attract a late payment fine of \$10 per week, which will be added to your account.
- Nicky's Kids Town is not responsible for any fee your bank or credit card provider imposes on your account including but not limited to referral fees or overdraft fees
- Statements will be sent out electronically (weekly). The statements will indicate future debits a full description of these 4 weekly statements is available at [www.nkt.com.au/statements.pdf](http://www.nkt.com.au/statements.pdf). Please let the director know if you are unable to receive statements (*your computer settings may need to be adjusted to receive PDF documents*)

**CCMS Adjustments** (Federal governments Child Care Management System) Controlled by DEEWR (Department of Education, Employment and Workplace Relations)

### Child Care Benefit

- The Federal Government may adjust or cancel your CCB, if this happens your fees will be increased or decreased depending on the percentage or a cancellation. Nicky's Kids town has no control over percentages offered to parents. Parents need to contact Centrelink
- The CCMS system is computer based and notifies Nicky's kids town electronically, we cannot accept parents copies of the change or override computer percentages, these are hard coded from DEEWR
- The Government usually backdates these changes, which will place your fees in arrears, Nicky's kids town will adjust the next Ezidebit payment accordingly + any arrears. There may also be a delay in the Ezidebit automated system (some changes may take 1 week)
- The Government approves CCB on a weekly bases at the end of each week, due to our Software predicting the fees 2 weeks ahead based on your last approval, it may be in error, and will adjust fees accordingly



### Child Care Rebate

All childcare usage is reported electronically to DEEWR weekly, this includes absences and fees paid to the centre, in order to receive the benefit you must have CRN numbers and be registered for the benefit. For families with a greater than 0 CCB percentage, the FAO is withholding 15% of this CCR payment to cover any debts the parent may have at the end of the financial year. You can elect to have benefit paid straight to centre, reducing your weekly fee

### Priority of Access to childcare

**Priority 1-** A child at risk of abuse or neglect

**Priority 2-** Parents who satisfies the Government's Work, Training, study test.

**Priority 3-** any other child

Nicky's Kids town will give parents 2 weeks notice if we require their spot for a family with a higher priority we will endeavour to accommodate alternate days.

### Cessation of Care (Requirement of the Federal Government)

After giving the required 3 week notice to withdraw from care, CCB fee reduction and CCR is not payable on days that your child is absent from care in that period (IE Full FEE is payable) and will be recovered from the Parents

### Changing you booking or Cancellation

The centre requires 3 weeks' notice for:

1. Change of days of attendance
2. Withdrawal from the centre

This can be done via our website [www.nkt.com.au](http://www.nkt.com.au) or via email to the centre, we do not except any other method. In the event that the child is withdrawn before the 3 weeks you will still be required to pay the fees.

**For booking changes that include the Christmas and New Year closure we require 4 weeks notice**

### Late Pick Up Fee

Parents are urged to abide by the centre's hours of operation. Parents who are late will be charged \$2 per minute. Should you not be able to make the centre's closing time please ring the centre and inform the staff of your predicament and arrange for your partner or other contact listed on the enrolment form to pick up your child.

### Authorised Persons.

Parents must provide on the enrolment form details of persons authorised to pick up their children should the need arise. If someone other than the nominated person is to pick up your child, notification must be given in the form of:

- Signed letter from the parent
- Signed FAX (contact centre for Number)
- Email to the centre (ask centre for email address)

The authorised person must produce photo ID to confirm their identity, before a child can be released into their care.

Persons under the age of 16 will not be able to pick up your children.

Please note Photo ID is required.



## Policy Information

Written guidelines are necessary for the cohesive operation of a childcare centre, we have clear guidelines that are followed by all staff dealing with a range of issues and these may be viewed at any time in the "Policy Folder" situated on the sign in desk.

Some of the most important policies summarised

- **Accident Policy**  
In the event of an accident, a written record of the event will be kept for the parent to sign upon arrival at the centre. Parents will be contacted if staff believe medical attention may need to be sought.
- **Medication Policy**  
A staff member can only administer medicine and or Panadol to your child if
  1. The Parent had signed the "Permission to Administer Medication Form"
  2. The medicine has been prescribed specifically for that child.
  3. The Panadol permission section of the enrolment form has been signed

Please hand medicines over to a staff member upon arrival so they can be placed in the medication box, which is kept in the kitchen.

- **Emergency Procedure Policy**  
Emergency evacuation plans are located at every exit of the centre; these assist staff in the safe removal of all children from the premises in the case of an emergency. Regular emergency evacuations are practised to ensure all staff know their roles well in an emergency
- **Behaviour Management Policy**  
Staff, in consultation with parents, shall provide each child with guidance that helps them acquire a positive self-image. Behaviour guidance used by each staff member will be at all times constructive, positive and reflective of the developmental stage of the individual child.
- **Child Protection Policy**  
The centre aims to ensure the safety of all children at the centre, the centre has a written plan of how we will deal with any instance where a child's personal safety has been put in jeopardy. This policy follows the guidelines set out by the Department of Community Services and the NSW Ombudsman.
- **Parent Grievance Policy**  
The centre wishes to resolve any parent concerns as quickly as possible. If you have a concern we ask you to speak with the Director or Nicky outlining the issues. Sending an email with your concerns or calling the centre between 1:30-2:30, so that an in depth conversation may be held or we can organise a suitable time to meet face-to-face.
- **Sick Child Policy**  
Research carried out throughout Australia and other countries indicate that when children are exposed to other children they may experience a 3- 6 month period whereby their immune system is constantly fighting bugs, therefore NKT follows the Northern Area Health Service recommendations on sickness in childcare  
*"Providing a child is not contagious and can participate in a normal days activity for their age, then they may be in care"*



**If your child has any of the following signs please keep them at home**

Fever	Respiratory difficulties	Diarrhoea
Vomiting	Eye, Ear, Nose Drainage	Sore Throat
Itching	Skin Rashes	Unusual appearance or behaviour

It is anticipated that all children attending NKT will be immunised, and evidence of this must be presented upon enrolment for Child Care assistance to be given. When your child has been absent from the centre with a communicable disease a Doctor's certificate will be required before your child can return to the centre.

**Centre Expectations of Parents**

The Management of NKT expects all parents to conduct themselves in an adult manner. If any parent or family carer is unhappy with any care given or situation that has occurred at the service, then the parent or carer is to address their grievance with the centre licensee. Your concerns can be emailed to the licensee, Nicole Upfold at [nicky@nkt.com.au](mailto:nicky@nkt.com.au). All emails will be responded to.

**Helpful Hints**

All Children react differently to new situations, be patient with your child and give them time to become accustomed to their new environment, friends and caregivers.

We encourage you to spend some time at the centre prior to your child's first day – trial visits can be arranged with the Director. When dropping your child off, please say goodbye when you leave so they don't feel deceived that you have left them by sneaking out. This will help your child settle down ready for the day at the centre.

Parents are welcome at the centre any time, we often have parents staying for breakfast or arriving early to help with Supper – other family member are welcome as long as we have received prior notification from the parents.

The centre has regular family functions and everyone is welcome to attend – we also ask if you have any special talents to let the staff know and we would love for you to come and show the children or talk about your special area.

Please remember that in order for your childcare to be successful and happy, you must let us know how things are going, especially in the settling period.

# STATEMENT

Explanation of Statements that are emailed

## Nicky's Kids Town - Lane Cove

18-20 Orion Road  
Lane Cove NSW 2066  
Ph: 0294279280  
Fax: 0294174244

Demo

000-000-000

Email: lanecove@nkt.com.au

Client Demo  
18-20 Orion Rod  
Lane Cove NSW 2066

### General Account

Statement Printed: Thursday, 23 June 2011  
Statement Begins: Monday, 6 June 2011  
Statement Ends: Sunday, 10 July 2011

\$0.00

Due Now:

Date	Description	Sess. Hrs	Fee	CCB	CCR	Debit	Credit	Balance
	Balance Carried Forward							\$0.00
<b>14-Jun-11</b>	<b>Fee Payment By EFTPOS (Rec:00005708) Thank You</b>						388.00	\$388.00
17-Jun-11	Child Demo (1-MG54QN) (Echidnas 97)	10.50	97.00	17.97		79.03		\$308.97
20-Jun-11	Child Demo (Echidnas 97)	10.50	97.00	17.97		79.03		\$229.94
24-Jun-11	Child Demo (Echidnas 97)	10.50	97.00	17.96		79.04		\$150.90
<b>24-Jun-11</b>	<b>Fee Payment By Batch CC (Rec:00005778) Thank You</b>						97.50	\$248.40
<b>27-Jun-11</b>	Child Demo (Echidnas 97)	10.50	97.00	<b>17.97</b>		79.03		\$169.37
01-Jul-11	Child Demo (Echidnas 97)	10.50	97.00	<b>17.96</b>		79.04		\$90.33
<b>04-Jul-11</b>	Child Demo (Echidnas 97)	10.50	97.00	<b>18.45</b>	<b>33.38</b>	45.17		\$45.16
08-Jul-11	Child Demo (Echidnas 97)	10.50	97.00	<b>18.46</b>	<b>33.38</b>	45.16		\$0

Running Balance

### CCB & CCR Summary

Nicky's Kids Town - Lane Cove (Long Day Care-1-SKS9X)

Week Start	Week Ends	Child	Percentage	Sess. Hrs	JFA Hrs	Fee	CCB	JFA	CCR	Gap
13/06/2011	19/06/2011	Child Demo	42.27 X 110.00	10.50	0	\$97.00	\$17.97	\$0.00	\$0.00	\$79.03
20/06/2011	26/06/2011	Child Demo	42.27 X 110.00	21.00	0	\$194.00	\$35.93	\$0.00	\$0.00	\$158.07
27/06/2011	3/07/2011	Child Demo	42.27 X 110.00	21.00	0	\$194.00	\$35.93	\$0.00	\$0.00	\$158.07
4/07/2011	10/07/2011	Child Demo	42.27 X 110.00	21.00	0	\$194.00	\$36.91	\$0.00	\$66.76	\$90.33
						\$679.00	\$126.74	\$0.00	\$66.76	\$485.50

Ezidebit date, this is future dated and shows the date and amount to be deducted from you Credit card or Account, does not include ezidebit transaction fees

YTD Absences: Child - 0 Last

CCR Paid YTD: Child \$0.00

Note: If billed in advance includes future CCR est.

Nicky's Kids Town daily rate (full fee)

**Child Care Benefit:-** how much the Government pays. Bold and underlined are predicted figures, when font returns to normal Government has paid

**Child Care Rebate** If you have elected to "pay the service". Money bold and underlined is not yet approved. Once the \$7500 threshold is reached the government will stop paying this

**Gap fee payable to Nicky's Kids Town**

### NOTES

Our fee terms are "end of current week plus 2 in advance" balance should always equal "0".

**Cessation:-** Government will not pay any CCB or CCR if your child is Absent on his or hers final days of care ( IE 3 weeks Notice ), full fee is payable by the parent.

Centre operators have no control over CCB or CCR figures, these can also be cancelled at any time by FAO.

Children are given 42 allowable absences per financial year, if exceeded your assistance may be cancelled



## What your child needs to bring each day

All personal items below need to be taken home at the end of each day.

Please Label all Personal belongings, Nicky's Kids Town accepts no responsibility for these personal items.

### 0-2 Years

1. Minimum 2 changes of clothes (we only change your child's clothes when required, but it's still better to have an extra set, rather than not enough)
2. Sterilised bottles (centres provide formula, milk, juice etc)
3. Sip Cup for water only
4. 2 Sheets or 1 Blanket & 1 Sheet for rest time
5. Dummy if required
6. 1 Nappy to go home in
7. Wide Brimmed Hat and shoes

### 2-3 Years

1. Minimum 2 changes of clothes
2. 2 Sheets or 1 Blanket & 1 Sheet for rest time
3. Drink Bottle for water only
4. Dummy if required
5. 1 nappy to go home (if not toilet trained)
6. Wide Brimmed Hat
7. Covered Shoes e.g. runners, sandals (no thongs)

### 3-5 Years

1. Minimum 2 change of clothes (even if your child is toilet trained as accidents can always happen)
2. 2 Sheets or 1 Blanket & 1 Sheet for rest time
3. Drink Bottle for water only
4. Wide Brimmed Hat
5. Covered Shoes e.g. runners, sandals (no thongs)

## Babysitting

It is centre policy that staff are not allowed to babysit or care for the children within the centre, please do not ask the staff as this may put their position at the centre at risk. We recommend [www.expectastar.com.au](http://www.expectastar.com.au) it has a variety of babysitters/nannies as well as other useful information.

## Car Park

Please drive at low speeds in the car parks, and be mindful of other families and children. All day on-site parking is not provided, parking bays are strictly for the use of parents whilst in the centre, for drop off and pick up. Please do not park in other tenants car spots.