Sweet Peas

Kindergarten & Long Day Care Centre

St Marys

Parent Handbook

ABN: 38 481 209 413

Open: 7AM-6PM, Monday-Friday

Address: 263 Great Western Hwy, St Marys NSW, 2760

Phone: (02) 9623 5069

Email: sweetpeaskindystmarys@gmail.com

Website: https://www.sweetpeaskindergarten.com/

Facebook: facebook.com/SweetpeasStMarys

Instagram: @SweetpeasStMarys

HubHello Parent Portal: https://hubhello.com/#login

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SWEETPEAS KINDERGARTEN & LONG DAY CARE CENTRE PHILOSOPHY

Sweetpeas St Marys operates on Dharug land. We acknowledge the Dharug people as the traditional custodians of the Western Sydney region and pay our respects to Dharug elders past, present and emerging. We are committed to a positive future for the Aboriginal community.

At Sweetpeas we believe that the early years of a child's life are the most influential, and it is during these years that a child develops the foundation skills and abilities that they will use throughout their formal education and life. We acknowledge the importance of play in early childhood development and learning. It is through play that children explore and begin to understand the world around them as they communicate, problem solve, discover, create, imagine, socialise, experiment and challenge each other's thinking.

Our philosophy includes the following aims, reflections and beliefs:

IN RELATION TO CHILDREN:
- We believe all children are the most important part of our centre and that working with children is a privilege.
- We believe children are unique and capable individuals, who come to our service with their own interests, skills, ideas, knowledge.
- We believe children have a right to be active participants in their own learning and should be empowered to express their views and ideas.
- We endeavour to honour children's histories, cultures, languages, traditions, ways of knowing and languages spoken, as well as strategies used by children with additional needs to negotiate their everyday lives.
- We strive to make our centre safe, comfortable, clean, loving, fun and welcoming at all times.
- Our service caters for different capabilities and learning styles in our learning environment, and invites children and families to contribute ideas, interests and knowledge.
- We acknowledge inclusion and actively strive to tach how children need to learn.

IN RELATION TO FAMILIES:
- We acknowledge that family is the most important and influential aspect in the lives of young children and the significance of their relationships cannot be underestimated.
- We aim to ensure we involve parents and families into the program's development and implementation, as we believe a family's involvement and ideas can provide diverse perspectives to our service.
- We strive to develop positive, mutually respectful relationships with family members, as we work in partnership to achieve the best possible outcomes for all.

IN RELATION TO EDUCATORS:
- We believe teamwork and effective communication are essential requirements for positive outcomes across all aspects of the services' functioning.
- We aim to create an environment of trust and respect, where we work towards achieving a shared goal.
- Through reflection and evaluation of our actions, we are able to assess our own practices and identify areas that may need further development.
- We recognise educators as our service's most valuable resource and aim to provide them with a satisfying and safe working environment. Further we also appreciate the experience and skills of all staff, and we appreciate their dedication as an integral element of the success of our service.

IN RELATION TO CURRICULUM:
- We work to ensure that no child is discriminated against on the basis of gender, sexuality, age, ability, economic status, family structure, lifestyle, ethnicity, religion, language, culture or national origin.
- We believe that a curriculum in which children are active participants and collaborators allows for a more individualistic and meaningful involvement by the children. Our programs reflect planned and spontaneous experiences designed to support children's development in all domains.
- We believe families need to feel comfortable with their knowledge of our program, thus we strive to provide information suitable for each family to develop their understanding.
- We believe our program needs to reflect the needs and wants of not only the child, but of the families too.
- All educators have input into the program, as we believe each staff member's individual knowledge and perspectives are of equal importance.

IN RELATION TO COMMUNITY:

- We strive to be seen as a service of excellence within our community, a service which values community involvement in all aspects of our program.
- We aim to utilise community resources effectively, to enhance the growth and development of individual children, families, and educators.
- We believe community involvement in our centre assists children's awareness and knowledge of the wider world and their sense of belonging; we will strive to play an active part in our community whenever possible.
- We believe that providing children and families with information on community events and services our centre will further foster a sense of belonging for all involved.
- We embrace diversity within our service and the wider community, so that children view this diversity with a sense of appreciation and wonder, rather than misunderstanding and fear. Through respect, acknowledgement, appreciation and acceptance of diversity within our community, our service embraces, celebrates and shares traditions and cultures throughout our program.

IN RELATION TO THE ENVIRONMENT:

- We understand that children often develop their ideas and understandings of the world around them from the information presented to them by the significant adults in their lives. As educators we acknowledge that we are some of these significant adults, and we have a responsibility to present a positive approach to the environment.
- We educate children about sustainable practices, and endeavour to enrich our environment further involving the children of the St Marys community
- We strive to provide an environment both inside and outside which houses a balance of manmade and natural materials.

Sources:
- Department of Education, Employment and Workplace Relations. (2009). *Belonging, Being and Becoming: The Early Years Learning Framework for Australia*. Canberra: DEEWR.
- Early Childhood Australia Inc. (2016). *Early Childhood Australia's Code of Ethics*.
- *UN Convention on the Rights of the Child* (1989).
- Individual reflections/beliefs from current staff- (Michelle, Janine, Cassandra, Jacinta, Sarah, Nadine, Zali, Chene, Holly and any additional staff

Review date: February 2022

SWEETPEAS ST MARYS CENTRE DETAILS

Operating Hours
- Monday to Friday, 7.00am – 6.00pm.
- The centre operates for 50 weeks of the year, closing for 2 weeks over the Christmas holiday period.
- The centre closes for all NSW public holidays.
- Please ensure that you pick up your child before 6.00pm. The centre has a late fee of $7.50 per 5-minute interval (per child) from 6.00pm.

Early Education
Sweetpeas staff and educators are qualified, friendly, and caring. Our curriculum is play-based and guided by the current interests, knowledge, cultures, abilities, strengths, and ideas of the children in our care, with focus on their cognitive, language, creative, physical, social and emotional development. Our curriculum also reflects the EYLF, the EYLF Principals and Practices, as well as the National Quality Standard to ensure the most positive outcomes for our children, families and our community.

Educators and Staff
We employ qualified and experienced staff who are highly dedicated in early childhood education and care.
- Our staff hold various levels of qualifications in early childhood education and care.
- All of our staff hold current first aid certificates, Asthma/Anaphylaxis training and Working with Children Checks.
- Our centre cook is qualified in menu planning and hygienic food preparation and is advised on menu planning by *FeedAustralia* and *Munch & Move* (a NSW Health initiative).
- We also have access to the *Inclusion Support Program* which assists us to include and support all children in our service, by developing specific strategies for our environment and providing information and training for our educators.
- Our staff attend regular professional development sessions and courses to stay up to date with early childhood education practices and further develop their own skills.
- You can find out more about our team by visiting our website!

Children
Sweetpeas St Marys caters for children between the ages of 2 to 6 years with a full complement of 30 children each day. We have nappy change facilities and are happy to assist families with toilet training (see Nappies and Toilet Training sections for more information). Our educational program includes a preschool/school readiness program for all children the year before they commence primary school to prepare and support each of our children through this big transition.

Phone Calls
Please feel free to call the centre and check on your child during the day when they are settling in or feeling out of sorts. Educators are happy to give you an update throughout the day and will advise you the best times to call based on the room routine. For more general enquiries or questions about fees, please email the centre to ensure the most thorough response. (See Contact Details below)

Car Park
Our centre has a small number of free parking spaces to cater for our enrolled families. To ensure the safety and convenience of others please acknowledge the following car park guidelines:
- Drive safely and slowly in our car park
- Park in correct parking bays only
- Do not leave children of any age in the car unattended
- If arriving or departing at a busy time, please be mindful of the length of time you are parked and the presence of young children in the area
- When exiting the car park please be mindful of pedestrians
- Please encourage road safety with your child while using our car park
- Please ensure you close the gate in the bay area behind you when entering and exiting our service.

Arrival and Departure
- We require a phone call if your child will be arriving later than 10am as our centre cook begins cooking lunch for the number of children signed in at this time.
- Please remember to close the gates/doors behind you for the safety of your children and others. For increased safety measures, the front door will be locked *at all times*. Please ring the doorbell and an educator will unlock the door for you on arrival to the centre. Please close the door behind you as you enter and leave the premises.

Communication

- Most communication to families from Sweetpeas will be via our *Hubworks* childcare management software and their *HubHello* parent portal. Please ensure that communications@hubworks.com.au is in your email's safe sender list (this is called 'Whitelisting') and no emails from this address are going to your Junk or Spam box. You will receive your fee statements and correspondence from Management via this address.
- Regular communication about your child's day including daybook summaries, meals, nappy changes, sleep times and incident reports can all be found in the *HubHello* parent portal.
- Educator observations of your child as well as weekly programs can also be found in the *Educate* section of the *HubHello* portal. You will receive email notifications when these are posted by our educators.
- You can find all our contact details below, which you can use to contact us at any time. *The best way to ask questions about most topics (including fees, attendance, technical support) is via email*, as you can use this communication method at any time of day or night and our staff can respond as soon as possible, without compromising the supervision and education of our children.
- We also have a communication/feedback box located in our foyer where we encourage parents and families to leave feedback or ask questions if they prefer this to electronic communications.
- We encourage family and community input towards our Quality Improvement Plan wall with questions surrounding our service.
- In the foyer we have parent pockets for each family for physical communication from the centre to the families, such as birthday invites, notes from educators, children's artworks etc, so please check these pockets daily.

Contact Details

The following are all the contact details for *Sweetpeas St Marys*:

- Address: 263 Great Western Hwy, St Marys NSW, 2760
- Phone: (02) 9623 5069
- Email: sweetpeaskindystmarys@gmail.com
- Website: https://www.sweetpeaskindergarten.com/
- Facebook: https://www.facebook.com/SweetpeasStMarys
- Instagram: @SweetpeasStMarys
- *HubHello* Parent Portal: https://hubhello.com/#login

Keep Informed

- To remain up to date and informed with changes in the service please check noticeboards, signs displayed around the centre.
- Updates and upcoming events are also posted to our *Facebook* and *Instagram* (see above) and sent via e-mails and newsletters.
- Educators complete Eat and Sleep charts daily which are recorded in *HubHello* for you to gather information around your child's routine (see Where do I find information about my child's day at Sweetpeas? FAQ at the end of this handbook).
- Educators take photos and display them in our Daybook posts in the *HubHello Newsfeed,* so you are able to see snapshots from your child's day (see Where do I find information about my child's day at Sweetpeas? FAQ at the end of this handbook).
- Educators also upload photos to the *HubHello Gallery* each week (see Where do I find information about my child's day at Sweetpeas? FAQ at the end of this handbook).
- Each week, your child's key educator/s will upload a Program in the *Educate* section of *HubHello* for your child's designated learning group (see Room Groups in the *General Information* section of this handbook for more information on your child's learning group). The Program is linked to individual and group interests, learning outcomes, intentional teaching plans and developmental theory. In Educate you will also find individual and group observations of your child's learning and development (see How do I view my child's observations and educational program? in the FAQ section at the end of this handbook).

ENROLMENT TERMS AND DETAILS

Enrolment Forms and *HubWorks*

When you have paid your bond to secure a position at *Sweetpeas*, you will be given a new enrolment form. This form includes specific information needed to enter your child into the *HubWorks* system and our Terms and Conditions to be signed. Please ensure this form is returned as soon as possible **before** your child's start date. We will then enter your child's details into *HubWorks* and e-mail your personal login details for you to connect to *HubWorks* via the *HubHello* parent portal. You are required to fill out **all** information in the enrolment form online, which we will then print off and get you to sign. This is the process required to enrol your child at our centre.

Enrolment Requirements

Your child **cannot** start at any *Sweetpeas* service until you have completed the following:

- Paid *bond* (unless a promotion is in place or an agreement with management has been made)
- Initial *enrolment form* and signed Terms and Conditions
- Logged in to *HubHello* and completed additional child and family details
- Provided an up-to-date *Australian Childhood Immunisation Register (ACIR) Statement* for your child (can upload in *HubHello*). **NB:** Blue Book records *cannot* be accepted.
- Provided a copy of your child's *Birth Certificate* (can upload in *HubHello*)
- Provided *proof of address* (e.g. Driver Licence) (can upload in *HubHello*)
- Provided any relevant information on your child's *medical conditions* or *dietary requirements*
    - If your child is diagnosed with asthma, a current *Asthma Action Plan* must be completed by your child's doctor (can access PDF link on the *Sweetpeas* website)
    - If your child is diagnosed with anaphylaxis, a current *ASCIA Action Plan for Anaphylaxis* must be completed by your child's doctor (can access PDF link on the *Sweetpeas* website)
    - If your child has a diagnosed allergy (and has not been prescribed an EpiPen® or Anapen®), a current *ASCIA Action Plan for Allergic Reactions* must be completed by your child's doctor (can access PDF link on the *Sweetpeas* website)

Medical Conditions

- If your child is diagnosed with any of the above, or another medical condition such as diabetes that may need to be managed or treated by *Sweetpeas* educators you will need to discuss any needs or medications with a member of the *Sweetpeas* team **before** your child commences at the centre, so a *Medical Risk Management Plan* can be developed and signed.
- This plan will outline our strategies and both the responsibilities of *Sweetpeas* and yourself in the managing of your child's medical condition. This is a requirement of the *Education and Care Services National Regulations* and is a compulsory condition of enrolment.
- If your child develops a medical condition after enrolment, please inform *Sweetpeas* educators and we can provide you with the relevant forms and information for your child and ensure we are providing your child with the best possible care.
- All *Sweetpeas* centres strive to be *inclusive services* that provide opportunities for children to play, develop and learn together with children of their own age. We believe that all children have the right to be included.
- If your child has a diagnosis of any disability, medical condition, developmental delay or similar from a paediatrician or other medical professional (e.g., Autism Spectrum Disorder, Attention Deficit Hyperactivity Disorder (ADHD), Cerebral Palsy, Global Developmental Delay, speech delay) please provide *a copy of their diagnosis* and any current strategies provided by their health team (i.e., Speech Pathologist, Occupational Therapist).
- Our *Sweetpeas* team will work to meet your child's individual needs and include them in the centre's Strategic Inclusion Plan with the support of professionals from the KU Inclusion Agency.
- With your permission, *Sweetpeas* can communicate with your child's health team, such as Occupational Therapists and Speech Pathologists to exchange information such as development observations and current support strategies.
- If your child receives a diagnosis after enrolment at *Sweetpeas*, please communicate this with your child's educators and provide the relevant documentation, as above.
- If you have begun the process of seeking a diagnosis for your child, and would like assistance, professional opinions, or documentation from your child's educators, please do not hesitate to let us know.

Immunisation Records

- Upon enrolment your child's Australian Immunisation Register (AIR) Statement will need to be produced and a copy will be kept on file. Your child's AIR Statement must be always up to date as per the NSW Immunisation Schedule.
- The easiest way to access your child's AIR Statement is through *MyGov* or the *Medicare mobile app*.

Reviewed July 2022

- If your child's immunisations are not up to date, we can accept one of the following:
  - an AIR Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule (temporary for 6 months only) or
  - an AIR Immunisation Medical Exemption Form which has been certified by a GP.
- No other form of documentation is acceptable (i.e., the Vaccination Objection Form or Blue Book).
- If you do not have an AIR Statement or any of the above, we cannot enrol your child at *Sweetpeas*, as per the *NSW Public Health Act 2010*.
- If your child is not kept up to date with their immunisations, without the appropriate documents shown, your child will not be permitted to attend the Centre until we receive these. Also, your CCS entitlements will cease within 2 weeks of the date their last immunisation was due. Make sure your child has their shots well in advance of the expected date.
- You can upload updated AIR Statements via *HubHello*.

HubHello

HubHello is the parent and educator portal side of our *HubWorks* Child Care Management System (CCMS). While *HubWorks* is used to enrol your child, submit attendances, input fees and other backend administration tasks, *HubHello* is used as a portal for you to update any of your details, and access day to day information posted by your child's educators.

HubHello can be access via their website or app (recommended) and allows you to access the following information:

- **NEWSFEED** – Posts from your Sweetpeas centre, usually Daybook entries summarising each day's activities, and occasionally additional notices
- **GALLERY** – Photos your child has been tagged in during the week
- **PROFILE** – The personal information supplied about your family upon enrolment, that can be updated by you at any time
- **EDUCATE** – Used by educators to record their observations of your child and post educational program plans
- **FEEDAUSTRALIA** – Where the weekly menu is recorded, along with information on how much your child ate at each meal
- **ACTIVITIES** – Where you'll find information on sleep times, nappy changes, and incident reports
- **ACCOUNTS** – Where you can check your amount owing and generate your own statements
- **LOCKER** – Where you can find record of any alerts you received via email or app notifications

See the HubHello FAQs at the end of this handbook for more information on how to access and use *HubHello*.

Family Details

Ensure that your details are always up to date (e.g., new mobile number, address, new person collecting your child, new diagnosis etc). **Please note it is the responsibility of the parents/guardians to ensure the information in *HubHello* is up to date at all times.** If you are unsure how to update your details, please see the HubHello FAQs at the end of this handbook.

Withdrawing a Child

- If you need to reduce your child's days or cancel your child's position at the centre for any reason, you are required to give no less than *two weeks' notice* in writing.
- Sweetpeas Management will provide you with an *estimated* final statement as soon as possible before your child's last day.
- *Please note, you will only receive Child Care Subsidy up to your child's **last physical day of attendance***, so if your child does not attend the service after you have given your two weeks' notice, you will be charged full-price fees for this period.
  - If this occurs, your bond will go towards payment for those two weeks.
- As per your enrolment conditions, *for the month of December your child's enrolment is unable to be changed*.
- Your bond will be refunded, only once your account has been finalised and all owing fees and CCS have been paid. *This may take up to two weeks after your child's final day, as per their written notice*.
  - Please ensure that Sweetpeas Management has your current bank details to ensure you receive your bond as soon as possible.
  - If you would like your bond to be used to assist in paying for outstanding fees at the end of your enrolment, please contact Sweetpeas Management via the centre's email.

Policies and Procedures

When you enrol your child at a Sweetpeas centre, you agree to a set of *Terms and Conditions* that are largely based on the Sweetpeas policies and procedures. Company and centre specific policies that are mandatory (as per the Education and Care Services National Law and Regulations) can be found on our website. If you wish to enquire about a policy on a topic not listed, please send us an email and we can send you the relevant policy.

Absentee Notes
- If your child is absent because they are sick you should, where possible, provide us with a doctor's certificate as each child is allocated 42 absences per financial year which can be subsidised by their CCS.
- If your child exceeds this number, you will be required to pay full-price fees for any additional absences unless doctor's certificates have been provided. This is a Family Assistance Office requirement.
- While *Sweetpeas* can submit additional absences for you, we have no control over whether they are approved.

Sickness
- If your child has been ill from a contagious disease, you must provide us with a doctor's clearance before your child will be accepted back to the centre.
- Your child is not permitted to attend the centre:
  - whilst in their first 24 hours of antibiotics,
  - if they have been vomiting or had diarrhoea in the past 24 hours, or
  - if they have had Panadol or medication that morning to make them well. Once it wears off, we then have a sick child on our hands.
- The best place for a sick child is in their own bed. *We do not administer non-prescribed medication* unless accompanied with a doctor's certificate and a medication form is filled out.
- Due to COVID-19 there is new procedures in place to ensure all children, educators and families are safe and healthy. Please contact the service to discuss the new policies in place during this time.
  - If your child has tested positive to COVID-19 they must isolate from the centre for 7 days and may return after their 7-day isolation if they are free of symptoms.

Signing In and Out
You are *required by law* to sign your child in on arrival and out on departure every day they attend the service.
- This is our legal record of your child's attendance and is required by *Education and Care Services National Law* and *Regulations*.
- All centres are audited and can be fined for breach of these requirements.
- Sweetpeas uses an Electronic Sign In (ESI) system via *HubHello* to record children's attendance.
- You can sign in on your own device using the provided QR Code, or on the iPad which is located on the counter in the foyer.
- If you forget to sign your child in or out, then a staff member will do this for you. You will be advised on your next visit to the service via on-screen alert that an educator signed your child in or out and you will need to confirm this action.
- *Please do not share mobile phone numbers and pins.* Each parent and emergency contact must use their own details. By law we must accurately record who dropped off or collected your child and when. Your phone number is your unique identifier for compliance purposes.
- For more information, and directions on how to use the ESI system, please see the How to sign in at Sweetpeas FAQ at the end of this handbook.

Collection of Your Child
- If your child is to be picked up by someone other than yourself, this person must be named on the enrolment form as having authorisation to collect your child and *must* be over 18 years of age.
- Photo ID will be requested from any person who has not been identified beforehand or who is not familiar to the educators on duty.
- If you need a person to pick up your child who is not already on the enrolment form, this person's details can be added via your *HubHello* account (see Can someone else pick up my child from Sweetpeas? (How to add a contact) FAQ at the end of this handbook for information on how to do this).
- In the case of an emergency, a person who is not listed on your child's enrolment can pick up your child from the centre if we are notified by a parent or legal guardian. We will need:
  - Their name
  - Their address
  - Them to bring photo ID (e.g., driver licence) so we can verify the above details before they can take your child
- We cannot release your child to anyone who is not listed on your child's enrolment, and who we have not been informed by a parent or legal guardian that they are going to collect.
- If you are running late to pick your child up, please call and notify the educators. Educators will call at 5.55pm if you have not arrived and we have not heard from you.
- Late fees are payable at $7.50 per 5-minute intervals. Time in between each interval will be rounded up. (Staff will have to be paid overtime).

FEE INFORMATION

Bond

On confirmation of enrolment, *Sweetpeas* requires a bond of our daily fee of $100 per day, for each day your child will be attending. This is an upfront fee that is applied without the Child Care Subsidy. E.g., If your child is enrolling for three days per week at *Sweetpeas* their bond is 3x100 = $300.00. This fee:

- Is non-refundable if you choose not to commence at the centre after confirming your enrolment
- Is applied directly to your account. Payment plans are available.
- Secures your position at the centre, no position is secure unless this one-week fee is paid
- Can be paid by direct deposit (electronic transfer), EFTPOS or cash only
- Must be accompanied by your completed enrolment form
- Is refunded at the end of your child's enrolment at Sweetpeas, once your account has been finalised
- May not be applicable if we are running a promotion or special deal. You can ask if this is applicable to you.

Fees

- Fees are billed *fortnightly*, in advance (see What do I owe? FAQ at the end of this handbook)
- Fees can be paid by direct deposit (electronic transfer), cash or EFTPOS. Payments of all payment methods are entered into individual accounts weekly.
- *Sweetpeas* is only closed for two weeks over the Christmas/New Year holiday period. **No fees are payable during this period.**
- Fees are payable for the other 50 weeks of the year, as the centre does not close for school holidays
- Fees are payable for all Public Holidays (other than the Christmas/New Year break) and for all child absences
- Fees are also payable for children who are excluded for non-immunisation reasons on the advice of the Health Department
- Two weeks of unpaid fees could result in your child's position being terminated from the centre.

Sweetpeas Bank Details

Fees can be transferred to the Sweetpeas bank account:
ACCOUNT NAME: MMKB Pty Ltd
ACCOUNT NUMBER: 459673541
ACCOUNT BSB: 112-879
REFERENCE: Your child's full name

Failure to add a reference to your payment may lead to a significant delay in your payment being applied to your account.

Child Care Subsidy

Sweetpeas is a registered childcare provider which means that eligible families are able to claim the Government Child Care Subsidy (CCS) relating to your childcare. The CCS is paid directly to *Sweetpeas* to reduce your fortnightly childcare fees. Families pay the 'gap fee' - the difference between the fee charged and the subsidised amount.

Families are encouraged to apply to the Family Assistance Office (FAO) for CCS eligibility. CCS eligibility is subject to several requirements, including residency, family income, child's immunisation status, and family 'activity level'.

What you need to know:

- It is your responsibility to notify the FAO if there is change in your circumstances. The amount of fees to be paid can vary as a result of changes to your family income or activity.
- CCS is paid for 42 absences per financial year, including public holidays. After 42 absences, fee relief may be withdrawn and the family will revert to full fees if no evidence of illness is supplied (see Absentee Notes).
- You can find out more about your eligibility, the criteria and how to apply from the *Services Australia* website (https://www.servicesaustralia.gov.au/child-care-subsidy)

STARTING AT SWEETPEAS

Orientation

We like to personalise our orientation day to each individual family, as this allows us to cover all your child's needs and requirements. An appointment will need to be made so we can ensure we give you all the time required.

We understand how hard it can be for parents and children attending childcare for the first time and welcome you to book in at different times of the day to give your child a chance to be familiar with the routine, environment and educators before they start.

A few tips that may help:
- Driving or walking past the centre and discussing it with them
- Having your child participate in choosing a school bag, bottle and sheets also gets them excited and is an opportunity for you to discuss going to childcare
- The more you share with your child about starting Sweetpeas the easier it will be for them to adjust to life at the centre
- Establish a morning routine both at home and when you arrive at Sweetpeas, so your child can become familiar and anticipate what will happen next. This well help them feel safe and secure.
- Discussing what they would like to do at *Sweetpeas* on the way to the centre
- Give your child notice of when you will leave them, e.g. "After I sign on you in and give you a cuddle, I will go, and you will stay and have a fun day!"
- Do the same with pick up time; tell them you will either pick them up after afternoon tea (at 2.30pm) or late snack (at 5.00pm). (Ensure of course that you choose one of the options to avoid confusion.)
- Don't give your child false hope, e.g. "I'll get you early" and turn up late, or "I'll get you before your brother or sister" and the show up with the older sibling
- Make their first day a short day, if possible
- When picking them up make it positive and excited about knowing what they did. Show them how proud you are of them.

Settling Your Child

- Your involvement will help with the settling of your child into the centre environment and will provide continuity of care between home and the centre.
- We would suggest you leave enough time for a daily chat with your child's educator about any changes or events happening at home that may affect your child's day. Educators will provide you with daily information about your child and how they have spent their day upon pick up.
- If your child is having trouble settling, talk to their educators and discuss the best way to conduct drop offs. Some children need to be forewarned and left quickly and others need their parents to stay and read a book, play a game, do a painting etc. before leaving. (Current COVID-19 guidelines may affect our options.)
- Children who are unsettled on arrival generally relax quite quickly after the family members have left. If there are any issues, the educators will give you a call. Feel free to call the centre at any time throughout the day to see how your child has settled and how their day is going.

Bottles, Dummies and Drink Bottles

- Bottles for formula must be made up by the parent/guardian and handed to an educator to put in the fridge. All bottles must be marked with labels. Educators will rinse these bottles out afterwards but will not sterilise them.
- Dummies must be labelled and have a small Tupperware type container (labelled also) in which to store them.
- All children will need a drink bottle upon enrolment – this needs to be filled with fresh water every day and can be left at the service or taken home each day. Educators will wash them and have them ready for their next day. There may be times when we need them to be replaced due to hygiene or damage.
- Drinks bottles must always have a covered lid. If you're unsure what is a good choice of a drink bottle, please see an educator for assistance.

Baby Wipes

If your child is in nappies, we ask that you donate one packet of wipes for each day your child attends, every three months. E.g., Child attends Monday & Tuesday - donates two packets in January, April, July & October.

Nappies

Nappies are not supplied by the centre. Children needing nappies are required to bring five (5) per day. While we do not often need to use all five, there will be times that they will all be used, especially if your child attends long days or becomes unwell. Any nappies not used that day will be kept at the centre, labelled with your child's name.

What to Bring to Sweetpeas?

(ALL ITEMS SHOULD BE LABELLED WITH YOUR CHILD'S NAME)

- Bag labelled with your child's name
- **At least two sets of spare clothes**
- A seasonal change of clothes (e.g., a jacket or long sleeve top and long pants if they are dressed in for a warm day / a t-shirt and shorts if they are dressed for a cool day) in case of a surprise change in weather
- Sweetpeas bucket hat, or own broad brimmed hat (caps are not considered sun safe)
- Covered drink bottle with water
- One piece of fruit for our fruit basket
- Sunscreen*, if necessary due to allergy/sensitivity

If your child is in nappies:
- Nappies (5 per day)
- Nappy rash cream**, if necessary (cream requires a medication form)

If your child is toilet trained/training:
- *At least* two sets of spare clothes
- *At least* two spare pairs of underwear
- *At least* two spare pairs of socks
- If possible, a spare pair of shoes (while toilet training)

If your child may sleep:
- Bottle with lid*** (made up with formula or breast milk), if needed
- Security toy for sleeping, if needed
- Dummy in enclosed airtight container, if needed
- One set of cot-sized sheets

Sweetpeas supplies Woolworths or Coles brand SPF 50+ sunscreen for all children to apply. You only need to supply your own sunscreen if you would like your child to use an alternative.

***Sweetpeas* supplies Sudocrem® for educators to apply to children who need nappy rash cream. You only need to supply your own cream if you would like to use your child to use an alternative to Sudocrem®.

***If your child only requires cow's milk, you can send an empty bottle for us to fill.

What NOT to bring to Sweetpeas

- **Toys**: Toys should not be brought from home. Toys brought from home can result in unnecessary conflict and our educators cannot guarantee that they will return home in the same state that they arrived in. Educators will not take responsibility for toys brought in from home. The exception is comfort toys for rest/sleep.

- **Food**: Food is not to be brought to *Sweetpeas* for health and safety reasons. All food requirements will be met by the centre unless your child is on a special diet, and you have discussed your child's needs with staff. Please make sure your child has no chips, lollies, chewing gum, or food in their bags.

- **Medication**: Please never leave medication in your child's bag. If your child requires medication while attending *Sweetpeas* it should be handed to a member of staff and an appropriate medication form should be completed.

Weather Specific Clothing

Can my child wear gumboots and a raincoat to Sweetpeas?
Yes! Your child is welcome to wear their wet weather gear to keep them dry on the way to school. If your child does wear gumboots to the centre, please make sure you also pack a pair of shoes for them to change into if the weather clears up, as gumboots can prevent children running and climbing with ease.

Can my child wear thongs to Sweetpeas?
No, we ask that families do not send their children in thongs for safety reasons. Children can find it very difficult to engage in outdoor gross motor activities in thongs, they are not safe to climb in and they often cause children to trip when running. Enclosed shoes are ideal for early childhood centre environments; if the weather is hot, we recommend your child to at least wear sandals that hold their foot at the back as well as the top.

Toilet Training

We will happily assist all children and parents with toilet training. During this time the consistency between home and the centre is very important. For successful toilet training please discuss any issues with our educators so our program can be adapted to suit your child's needs. In most cases children must be 100% toilet trained to move into our preschool program. Please see the next page for our tips for toilet training.

TIPS FOR TOILET TRAINING

Toilet training your child, especially your first child can be a daunting task! At *Sweetpeas*, our educators work in partnership with families to assist in making the toilet training process as smooth as possible. Sometimes children are toileting consistently at the centre before they do so at home, sometimes it's the other way around. The important thing to remember is that every child will learn at their own pace, and unless a disability prevents it, they all get there in the end! This guide has been adapted from our own practices and information sourced from the Raising Children Network, please let us know if you have any questions.

KEY POINTS

- Children might be ready for toilet training if they have dry nappies for up to two hours, know about poos and wees, and can pull pants up and down.
- Toilet training equipment includes a potty or small toilet seat and training pants or undies.
- Try to start toilet training when there are no big changes coming up for your family.
- Make going to the toilet part of your child's routine. Remind your child to go and give lots of praise for trying.
- Toilet training can take days, months, or weeks. Be patient and keep encouraging your child.

Signs that children are ready

You might see signs that your child is ready for toilet training from about two years on. Some children show signs as early as 18 months, and some might be older than two or even three years.

It might be time for toilet training if your child:
- is walking and can sit for short periods of time
- is becoming generally more independent, including saying 'no' more often
- is becoming interested in watching others go to the toilet
- has dry nappies for up to two hours
- tells you with words or gestures when they do a poo or wee in their nappy
- begins to dislike wearing a nappy, perhaps trying to pull it off when it's wet or soiled
- has regular, soft, formed bowel movements
- can pull their pants up and down
- can follow simple instructions like 'Give the ball to daddy'.

Not all these signs need to be present when your child is ready. A general trend will let you know it's time to start. If we observe these signs in your child at *Sweetpeas* and think that they may be ready for toilet training, we will discuss it with you.

Equipment for toilet training

Potty or toilet

Children can start toilet training using a potty or the toilet. Your child might like one better than the other. Or you can encourage your child to use both. A potty is easy to move around, and some children find it less scary than a toilet. On the other hand, the toilet is where everybody else does wees and poos.

If your child will be using the toilet, you'll also need:
- a step or footstool – your child can use this for getting onto the toilet and resting their feet while sitting
- a smaller seat that fits securely inside the big toilet seat.

At *Sweetpeas*, for hygiene reasons, our children only use toilets rather than potties. Our children's bathroom has child-sized toilets for children to use comfortably.

Training pants and pull-ups

Your child is more likely to understand going to the toilet if they're no longer wearing a nappy. So it might be time to get some training pants and/or undies:
- **Training pants** are absorbent underwear for toilet training. They're less absorbent than nappies so children can feel when they've had an accident but can hold in bigger messes like accidental poos. Once your child is wearing training pants, dress your child in clothes that are easy to take off quickly.
- **Pull-ups** are heavily advertised as the magic ingredient in toilet training; however, our experience has shown us differently. Pull-ups tend to prevent children from being able to tell when they've had a toileting accident, as they are absorbent like nappies and tend to feel the same to them and when they are having a lot of accidents they can be much harder to change than nappies, as you need to remove a child's pants and shoes to put on a clean pull-up. Although they have their uses (e.g., they can be handy if you're going out, or as a night nappy further on in the training process), we generally **do not recommend using pull-ups to toilet train** your child at *Sweetpeas*.

- **Underpants/undies**: From experience, we have found that the **best way for children to get used to toileting is to start wearing undies** so they can learn the self-help skills associated with toileting, and they can *feel* when they have had a toileting accident. You could let your child choose some undies themselves when beginning toilet training, this can add an element of excitement to the process.

Getting out of nappies is a big move for your child. If you celebrate it, the transition will be easier. Whichever way you choose to toilet train your child, the educators at Sweetpeas will support you and your child.

Preparing your child for toilet training
Well before you start toilet training, you can prepare your child for this big step. Here are some ideas:
- Start teaching your child some words for going to the toilet – for example, 'wee', 'poo' and 'I need to go'.
- When you change your child's nappy, flush their (solid) poos down the toilet – this can help teach them what a toilet is for.
- If you're comfortable, let your child watch you or other trusted family members using the toilet, and talk about what you're doing.
- Once or twice a day, start putting training pants or undies on your child – this helps your child understand the feeling of wetness.
- Make sure your child is eating plenty of fibre and drinking lots of water, so your child doesn't get constipated. Constipation can make toilet training harder.
- Please **let your educators at *Sweetpeas* know** when you are planning to start toilet training.

Getting started with toilet training
It's best to start toilet training when you **don't have any big changes coming** up in your family life. Changes might include going on holiday, starting day care, having a new baby, or moving house. And it's a good idea to **start toilet training on a day when you have no plans to leave the house**.

When bringing your child to *Sweetpeas*, if your child is in the early stages of toilet training, please dress them in clothing which is easily managed by them (e.g., elastic-waist pants/shorts), to encourage their independence and allow for quicker toilet access. Generally, overalls, belts, buttons, studs etc are too difficult for children of this age to manage. Please provide an extra **supply of underpants, pants, socks, shoes** to cope with accidents. Some families also prefer to send 'wet bags' for soiled clothing, alternatively we will send them home in a plastic bag.

When to take your child to the toilet
- Try to make toileting part of your child's regular daily routine. For example, encourage your child to use the potty or toilet in the morning, and before or after snacks and meals.
- Encourage your child to go to the toilet when they show signs like wriggling around, passing wind, squatting, going quiet or moving away from you. But don't force your child to go.
- Ask your child about going to the toilet when they change activities. For example, you could remind your child to go to the toilet before they sit down for lunch.
- If your child doesn't do a wee or poo after 3-5 minutes of sitting on the potty or toilet, let your child get off the toilet. It's best not to sit your child on the toilet for too long, because this will feel like punishment.
- At *Sweetpeas* we send toilet trainers to the bathrooms before or after each meal, at our regular nappy change times, before and after rest time, and whenever we notice any of the above signs. If we notice a child is regularly having accidents at a certain time, we will ensure we begin reminding them shortly before that time.

How to encourage your child
- Praise your child for trying. You could say, 'Well done for sitting on the potty'. Gradually reduce the praise as your child masters each part of the process.
- If your child misses the toilet, try not to get frustrated. Just clean up without comments or fuss.

How to dress your child
- Start using underpants or training pants all the time. Use nappies only at night and during daytime sleeps.
- Dress children in clothes that are easy to take off – for example, trousers with elastic waistbands. In warmer weather, you could leave your child in underpants when you're at home.
- Don't forget to bring spare **underpants, pants, socks, and shoes** to *Sweetpeas* for your child to change into in the case of a toileting accident.

How to keep your child clean and hygienic

- Wipe your child's bottom until your child learns how. Remember to wipe from the front to the back, particularly with girls.
- Teach your son to shake his penis after a wee to get rid of any drops. Early in toilet training you could float a ping pong ball in the toilet for him to aim at. Or he might prefer to sit to do a wee. This can be less messy.
- Teach your child how to wash hands after using the toilet.
- Educators at Sweetpeas remind and support all children to:
  o Wipe themselves afterwards,
  o Flush the toilet,
  o Wash their hands with soap,
  o Dry their hands with paper towel before leaving the bathroom,
  o Put paper towels in bin provided.

Children learn to use the toilet at their own pace. It might take days, weeks, or months. And it might take longer for poos than wees. Your child will get there eventually, so stay positive about your child's achievements. Too much tension or stress can upset everyone, and your child might avoid going to the toilet.

Out and about while toilet training

- It's easier to **stay home for a few days when you start toilet training**, but you'll probably have to go out at some stage.
- Wherever you're going, it's a good idea to check where the nearest toilet is. It's also helpful to have a spare change of underpants and clothes for your child when you're out. You might also need a waterproof bag or plastic bag for wet or soiled clothes.
- If your child goes to friends' or relatives' houses without you, let people know that your child is toilet training. Your child will probably need an adult's help to use the toilet or potty.

Setbacks and accidents while toilet training

Accidents and setbacks are part of toilet training. Children might get upset because of an accident or setback. If this happens, **reassure your child that it doesn't matter** and there's no need to worry.

Here are **ideas to help avoid accidents**:

- Pay attention to your child if they say they need the toilet straight away. They might be right!
- If you're sure your child hasn't done a poo or wee in a while, remind them that they might need to go. Your child might be too busy doing an activity to remember to go to the toilet.
- Check whether your child wants to go to the toilet during a long playtime or before an outing. If your child doesn't want to go, that's fine.
- Try to make sure the potty or toilet is always easy to get to and use.
- Ask your child to wee just before going to bed.

It might help to know that daytime wetting isn't considered a problem until it's happening regularly in children older than five years. If you're concerned about how your child is adapting to toilet training, you can speak to Sweetpeas educators and if you are still concerned, check with your GP or child and family health nurse.

Staying dry overnight

- It can take toilet-trained children months or even years to become dry at night.
- The main sign that your child is becoming dry overnight is a dry nappy first thing in the morning. When you notice this starting to happen, you can try stopping nappies at night.
- Bedwetting is common, even in school-age children. If your child wets the bed, there are things you can do about it when you and your child are ready.

If you think your child is ready to start toilet training, please let your Sweetpeas educators know so we can assist you and your child throughout this process. Do not hesitate to contact us if you have any questions.

GENERAL INFORMATION

Room Groups

During the day the children engage in planned learning experiences within their assigned groups. The groups are organised loosely by age, but we will also consider the number of children in each group and staff to child ratios.

1. Monkeys are children aged 2-3 years old.
2. Giraffes are children aged 3-4 years old.
3. Lions are children aged 4-6 years old (preschool group) who are enrolled in school for the following year.

As early education professionals, we believe children thrive in safe, secure learning environments. To achieve this, we encourage families to consider enrolling their child for a minimum of two days per week. This supports your child to settle in to our service, understand and transition into our room routine and make strong connections with children and educators.

All educators are experienced in early education and care and are confident when catering to each child's needs. Our curriculum is play based learning which allows educators to identify each child's current knowledge, strength, ideas, culture, abilities, and interests and ensure this is the foundation of our programs. Educators utilise play-based learning experiences to provide the children with intentional teaching experiences, child directed learning and scaffolding play.

We have a number of resources available to parents on hand in our parent library or if we are unable to assist you on-the-spot with an enquiry about your child or local resources, we will always look into it and discuss with you at an appropriate time.

Our educators enhance their education by undertaking professional development workshops and constantly keep up to date with changes in the profession and sector.

What We Offer

- A clean and safe environment
- Nutritionally balanced meals, created with guidance from the *FeedAustralia* program and the *Munch & Move* initiative
- High level of family and centre communication
- A large indoor play space, with three designated learning areas for our focus groups and a large outdoor play area, with Softfall, artificial grass, and gardening areas
- A wide range of learning resources including Intentional Teaching experiences, programs, indoor and outdoor equipment, and exciting incursions each year. Our resources, activities and experiences reflect and support individual and social diversity
- Opportunities for self-learning and teacher directed learning through a curriculum designed by our highly qualified and experienced staff. Our programs are planned according to the children's needs, interests, and abilities, leaving plenty of room for spontaneity.
- Access to a range of planned STEM experiences throughout the year inspired by our ongoing relationship with *Little Scientists Australia*
- A preschool program which allows the preschoolers to engage in activities designed around transitioning to 'big school'. We have developed this program in consultation with local schools and their expectations in preparation for school (see section on Preschool Program)
- Feeding bibs and wash cloths for beginners
- Aprons for messy play
- Sweetpeas branded hats and drink bottles, with t-shirts available for purchase throughout the year
- Sunscreen (as per our Sun Protection Policy, we apply SPF50+ sunscreen to the children throughout the day based on each day's UV level, supplied by the SunSmart app)
- Children's photos, observations and programs, including half yearly and yearly development summaries are available at all times to each child's parents/guardians via your *HubHello* portal. (If you are unsure how to access any of this information, please see the relevant FAQs on How do I view my child's observations and educational program? and Where do I find information about my child's day? at the end of this handbook)
- Annual end of year celebration at no cost to you
- Memorable farewell evening for the preschool children and their families

Early Years Learning Framework

Belonging, Being, and Becoming: The Early Years Learning Framework for Australia (EYLF) is a key document for educators to help develop quality early childhood settings. It describes principles, practice, and *learning outcomes* that are essential to support and enhance children's development from birth to 5 years of age and also helps to support transition to school.

The *Early Years Learning Framework* is a key component of the *National Quality Framework* for early childhood education and care. It underpins universal access to early childhood education and is incorporated in the *National Quality Standard* in order to ensure delivery of nationally consistent and quality early childhood education across sectors and states.

The EYLF has a strong emphasis on *play-based learning*, as play is the best vehicle for young children's learning, providing the most appropriate stimulus for brain development. The EYLF also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. Further information can be found in the EYLF section of this handbook or at: https://www.acecqa.gov.au/

Portfolios

- Sweetpeas has completed its transition to *digital records* for children, families and staff. This transition has occurred both as an effort to become a more sustainable company and reduce our paper (and ink) usage and as an effort to make our records more accessible to families on a day-to-day basis.
- Throughout the year your child's educators will complete observations on your child, their learning and development, linked to the EYLF and any individual learning plans. These observations will be available to each child's nominated parents or guardians immediately upon publication on *HubHello*. You will be able to access, read and leave feedback on these observations at any time via the *HubHello* website or app.
- Parents/guardians may save any of their own child's observations and photos onto their own devices as well as photos of your child that appear in the *HubHello News Feed* or *Gallery* (see FAQ on Where do I find information about my child's day?).
- A *development summary report* will be issued half yearly and yearly by your child's key educator. If you have any concerns with the information you receive, please feel free to speak your child's educator at an appropriate time.

Parent Library

Our centre has a selection of resources accessible to families, please see staff if you would like to borrow an item. There is also a variety of pamphlets and flyers of local services and businesses related to families available in our entrance area.

Rest Time

Beds are provided for all children, except those in the preschool program. If your child is enrolled in the preschool program and you still wish them to sleep, we will provide them with a bed. All children will be given the opportunity to rest after lunchtime. We believe that children need time to wind down and engage in self-regulation as they rest their bodies and brains as is it suggested by leading research regarding brain development. A variety of relaxing music will be played, and story books will be provided.

We ask for all children who sleep to bring a set of cot sheets and a blanket during winter.
If your child requires something such as a dummy or a toy to comfort them during sleeping,
you are welcome to pack that in their bags.

Menu

Our menus are implemented and evaluated with children's and staff interests and *FeedAustralia*. A copy of our menus is displayed for viewing on the wall outside and in the *FeedAustralia* section of *HubHello* (see FAQ on Where do I find information about my child's day?).

We ask all families to bring a piece of fruit per day of attendance so we can ensure there is
always fresh fruit available for children.

If your child has dietary requirements based on your family's religion, culture, ideology, or beliefs, this will be organised, and our menu will be adjusted to meet your child's individual needs.

If your child has any food allergies or intolerances these need to be acknowledged by a doctor or health care professional and we will ensure our menu is adjusted to meet your child's individual needs.

Mealtimes

The following times are approximate, mealtimes may vary slightly depending on the number of children we have, the needs of our children or a change in routine:

- 7.00am-8.00am - Breakfast foods are available if requested
- 9.00am - Morning tea is served
- 11.30am – Lunch is served
- 2.30pm – Afternoon tea is served
- 5.00pm - Milk and biscuits are offered as a late snack

Health & Hygiene

The children are encouraged to wash their hands:

- On arrival and departure,
- Before and after outdoor play
- Before and after meals/snacks,
- After wiping their nose,
- After toileting,
- After messy activities.

They are assisted in their hygiene practices by educators and visuals are used as prompts and reminders.

Illness

At *Sweetpeas* we take the health of children very seriously and ask that all families assist us in minimising the spread of childhood illnesses within the centre. The following are examples of our illness practices and procedures, please read them carefully and let us know if you have any questions. You can find more information in the *Sweetpeas Illness Policy* (see Policies and Procedures).

- We ask that you do not send your child to Sweetpeas if they are unwell. This includes if your child has had a temperature or been vomiting in the last 24 hours.

If you have administered Children's Panadol or Nurofen to your child in the morning, please do not send them to Sweetpeas. If they require Panadol, they are unwell and should remain at home. This is for the health and safety of your child, the other children in our care, as well as our educators and other staff.

- If your child becomes unwell during the day, we will phone you and ask you to collect your child. If we cannot contact you, we will next call your listed emergency contacts. It is important that you always keep contact numbers for yourself and the other contacts in your child's records up to date.
- If your child has a high temperature, they are unwell, and we will contact you to collect your child. High temperatures can be dangerous and are a symptom of many illnesses, including COVID-19.
  - o If we cannot contact you, we will administer Children's Panadol while we continue to try and contact you or another contact in your child's records.
  - o If you did not given permission to administer Panadol to your child in an emergency when you enrolled and we cannot contact you, we will call an ambulance.
  - o If your child's temperature rises above 38.5°C and shows no signs of going down, we will call an ambulance.
- If we need to administer Children's Panadol to your child, they must be collected from the service within an hour.

Medication

If your child requires medication while at Sweetpeas, whether it is a regular medication, a one-off, or they are recovering from an illness, a Medication Form **must** be completed. Educators *cannot* administer any medication to a child without a completed Medication Form as per the *Sweetpeas Administration of Medication Policy* (see Policies and Procedures) and Regulations 92-95 of the *Education and Care Services National Regulations*. Please see a member of staff for a Medication Form if you need one.

BELONGING, BEING AND BECOMING: THE EARLY YEARS LEARNING FRAMEWORK FOR AUSTRALIA (EYLF)

The EYLF is the Learning Framework on which we base our educational program. Within the Framework there are five Learning Outcomes, five Principles and values for Practice. You can learn more about the EYLF (or read it yourself) on the ACECQA website.

EYLF LEARNING OUTCOMES

Outcome 1 - Children have a strong sense of identity
1.1. Children to feel safe, secure, and supported
1.2. Children develop their emerging autonomy, inter-dependence, resilience and sense of agency
1.3. Children develop knowledgeable and confident self-identities
1.4. Children learn to interact in relation to others with care, empathy and respect

Outcome 2 - Children are connected with and contribute to their world
2.1. Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
2.2. Children respond to diversity with respect
2.3. Children become aware of fairness
2.4. Children become socially responsible and show respect for the environment

Outcome 3 - Children have a strong sense of wellbeing
3.1. Children become strong in their social and emotional wellbeing
3.2. Children take increasing responsibility for their own health and physical wellbeing

Outcome 4 - Children are confident and involved learners
4.1. Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
4.2. Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching and investigating
4.3. Children transfer and adapt what they have learned from one context to another
4.4. Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5 - Children are effective communicators
5.1. Children interact verbally and non-verbally with others for a range of purposes
5.2. Children engage with a range of texts and gain meaning from these texts
5.3. Children express ideas and make meaning using a range of media
5.4. Children begin to understand how symbols and pattern systems work
5.5. Children use information and communication technologies to access information, investigate ideas and represent their thinking

EYLF PRINCIPLES

The following are five Principles that reflect contemporary theories and research evidence concerning children's learning and early childhood pedagogy:
1. Secure, respectful and reciprocal relationships
2. Partnerships
3. High expectations and equity
4. Respect for diversity
5. Ongoing learning and reflective practice

EYLF PRACTICE

The principles of early childhood pedagogy underpin practice. Educators draw on a rich repertoire of pedagogical practices to promote children's learning by:
• adopting holistic approaches
• being responsive to children
• planning and implementing learning through play
• intentional teaching
• creating physical and social learning environments that have a positive impact on children's learning
• valuing the cultural and social contexts of children and their families
• providing for continuity in experiences and enabling children to have successful transition
• assessing and monitoring children's learning to inform provision and to support children in achieving learning outcomes.

PRESCHOOL PROGRAM

Our preschool curriculum involves many opportunities for the children to become ready for their transition to school through sharing stories, group experiences, music, physical movement, drawing, colouring, and cutting, matching, plus much more. The preschool children have their own group time during the day, separate from the younger children in the service.

Group Structure
During their group the preschool children may:
- Discuss recent news, current interests and ideas for learning
- Perform an Acknowledgement to Dharug Country
- Explore their current understanding of their world, including the day, date and weather
- Engage in intentionally planned "group work"
  - The group work will change each day/week depending on children's interests, abilities and skill levels.
  - The main group work may include: reading books; group discussions; investigations; experiments; projects; art; writing; outdoor play; construction; music; planned play experiences and more!

Learning at Home
The following are ideas for fostering your child's independence and preparing them for school:
- Encourage them to dress themselves – assist verbally where needed
- Encourage them to put their own shoes and socks on
- Encourage them to help with daily tasks, e.g., setting the table for dinner, pack away toys, make their bed
- Involve them in conversations (extends vocabulary, confidence, communication skills and curiosity)
- Read to them each day whenever possible (e.g., bedtime stories)
- Draw with them and use NSW Foundation writing when writing their name for practice – see below (NB. Always write their name with an uppercase letter to begin then lowercase letters, e.g., Rebecca)
- Play board games (great for early numeracy skills (counting, one-to-one correspondence, subitising), understanding rules, turn-taking, emotional resilience when winning or losing, etc)
- Play travel/car games like 'I Spy' using letter sounds or colours (great for early literacy skills, colour recognition, understanding rules, turn-taking, emotional resilience when winning or losing, etc)
- Discuss routine – what day it is, what you're doing that day (great for establishing a sense of time, understanding of days and months, communication skills, sense of security, understanding of routines)

NSW Foundation Handwriting
Below is an example of NSW Foundation writing, which is the style taught in primary schools:

AaBbCcDdEeFfGgHhIiJjKkLlMmNnOoPpQqRrSsTtUuVvWwXxYyZz
0123456789

HUBHELLO FREQUENTLY ASKED QUESTIONS

Here you will find the FAQs for all the most common questions we receive about the *HubHello* parent portal. Please read these carefully before contacting *Sweetpeas* staff about any issues using the *HubHello* app or website.

If you can't find the answer to your question here, please feel free to email your *Sweetpeas* centre!

Sweetpeas Cranebrook: (02) 4730 4600 - sweetpeaskindy@gmail.com
Sweetpeas Penrith: (02) 4721 4920 - sweetpeaskindypenrith@gmail.com
Sweetpeas St Clair: (02) 9834 6011 - sweetpeaskindystclair@gmail.com
Sweetpeas St Marys: (02) 9623 5069 – sweetpeaskindystmarys@gmail.com

WHAT IS HUBHELLO?

HubHello is the parent and educator portal side of our *HubWorks* Child Care Management System (CCMS). While *HubWorks* is used to enrol your child, submit attendances, input fees and other backend administration tasks, *HubHello* is used as a portal for you to update any of your details, and also access day to day information posted by your child's educators.

HubHello can be access via their website or app (recommended) and allows you to access the following information:

- **NEWSFEED** – Posts from your Sweetpeas centre, usually Daybook entries summarising each day's activities, and occasionally additional notices
- **GALLERY** – Photos your child has been tagged in during the week
- **PROFILE** – The personal information supplied about your family upon enrolment, that can be updated by you at any time
- **EDUCATE** – Used by educators to record their observations of your child and post educational program plans
- **FEEDAUSTRALIA** – Where the weekly menu is recorded, along with information on how much your child ate at each meal
- **ACTIVITIES** – Where you'll find information on sleep times, nappy changes, and incident reports
- **ACCOUNTS** – Where you can check your amount owing and generate your own statements
- **LOCKER** – Where you can find record of any alerts you received via email or app notifications

FAQS:

- How to log in to *HubHello* (on your phone)
- How to log in to HubHello (on your computer)
- How to complete child and family details for enrolment
- How to merge/link accounts (Most of FAQ supplied by HubHello)
- How to sign in at Sweetpeas (Most of FAQ supplied by HubHello)
- Can someone else pick up my child from Sweetpeas? (How to add a contact)
- How much do I owe?
- Where do I find information about my child's day at Sweetpeas?
- How do I view my child's observations and educational program?
- How do I update my details?

HOW TO LOG IN TO HUBHELLO (ON YOUR PHONE)

*Most families seem to find it easiest and most convenient to access HubHello information via their phones. If this is the case for you, we **highly recommend** downloading the HubHello app to navigate all information about Sweetpeas and your child's day.*

The HubHello website can be quite difficult to navigate on a phone browser. If you would prefer to navigate HubHello online, we recommend using a computer (see How to log in to HubHello (on a computer)).

1. Download the app. You can find it on the Apple App Store or on the Google Play Store.
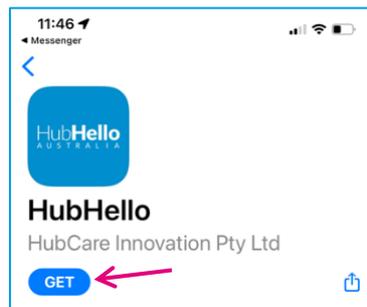
2. Open the app.
3. Enter username and password as provided to you and press 'log in'.
   You should have received your login details via email after your child's enrolment was confirmed.
4. If you want to log out for any reason press on the parent image in the top right corner and select 'log out' from the drop-down list of options.

TROUBLE SHOOTING

I have not received my username yet

If your child's enrolment has been confirmed by your Sweetpeas centre, but you have not received an email with your login details, please send us an email and we will send it out ASAP.

I need to reset my password
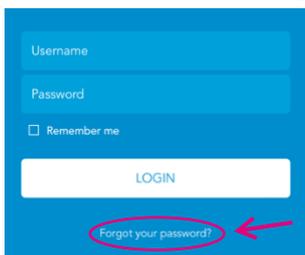
If you need to reset your *HubHello* password for any reason, you can do this at any time by using the 'Forgot your password?' link on the login screen.
If for some reason this does not work, you will need to provide us with a new password. You can do this by phoning the centre or writing a new password on a piece of paper and handing it to an educator when dropping off or collecting your child. We would prefer you did not email us your password for security reasons.

I have forgotten my username

If you have forgotten your username and it is not saved in your phone, first search your email for the login details you received upon enrolment. If you cannot find your details, email the centre and a member of staff will assist you ASAP.

I already have a HubHello account

If you already have a *HubHello* account from a previous centre, please refer to the instructions on How to Merge/Link Accounts in the Parent Handbook. If you need a new copy of these instructions, please email your Sweetpeas centre.

HOW TO LOG IN TO HUBHELLO (ON YOUR COMPUTER)

*Most families seem to find it easiest and most convenient to access HubHello information via their phones. If this is the case for you, we **highly recommend** downloading the HubHello app to navigate all information about Sweetpeas and your child's day (see How to log in to HubHello (on your phone)).*

1. Type https://hubhello.com into your browser address bar to open the log in screen (*we recommend saving this address to your bookmarks/favourites if you intend to regularly access HubHello in this way rather than the app*).
2. Click on 'Log In' in the top right corner.

3. Enter username and password as provided to you and click 'Log In'
   You should have received your login details via email after your child's enrolment was confirmed.
4. To log out, click on the parent image in the top right corner and select 'log out' from the drop-down list of options.

TROUBLE SHOOTING

I have not received my username yet

If your child's enrolment has been confirmed by your Sweetpeas centre, but you have not received an email with your login details, please send us an email and we will send it out ASAP.

I need to reset my password
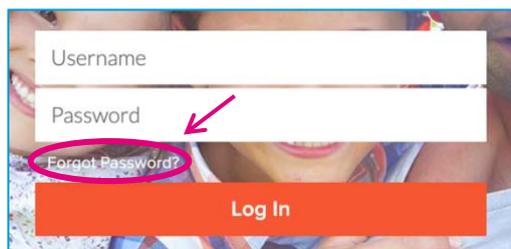
If you need to reset your *HubHello* password for any reason, you can do this at any time by using the 'Forgot Password?' link on the login screen.

If for some reason this does not work, you will need to provide us with a new password. You can do this by phoning the centre or writing a new password on a piece of paper and handing it to an educator when dropping off or collecting your child. We would prefer you did not email us your password for security reasons.

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If you have forgotten your username and it is not saved in your browser, first search your email for the login details you received upon enrolment. If you cannot find your details, email the centre and a member of staff will assist you ASAP.

I already have a HubHello account

If you already have a *HubHello* account from a previous centre, please refer to the instructions on How to Merge/Link Accounts in the Parent Handbook. If you need a new copy of these instructions, please email your Sweetpeas centre.

HOW TO COMPLETE CHILD AND FAMILY DETAILS FOR ENROLMENT

When you enrol your child at a Sweetpeas centre you are required to fill out an initial Enrolment Form with the basic information required to confirm your enrolment and create your initial *HubHello* account.

This information is limited, and you will need to add additional information such as: additional parents or family members; emergency contacts; medical conditions and other health information; authorisations (including people authorised to collect or drop off your child); custody arrangements and; any other information you wish to share about your child or family.

PLEASE NOTE IT IS THE RESPONSIBILITY OF THE PARENT TO ENSURE THE INFORMATION IN HUBHELLO IS UP TO DATE AT ALL TIMES.

To complete your child's enrolment information, you will need to access the **PROFILE** Menu on *HubHello*. To access the menu, you will need to:

1. Log in to *HubHello* via the app on your phone or by visiting https://hubhello.com on your internet browser.
2. Click on the profile picture to bring up a menu including *Profile*, *Support* and *Log Out*. This menu can be accessed from any page at any time.
3. Click on **PROFILE**.

The **PROFILE** Menu allows you to access a range of details about you and your child. Once **PROFILE** is selected from the main menu, you are provided with the opportunity to select yourself or your child/children through the individual profile pictures on the *top left corner* of the page.

Web Browser: Within each menu in the **PROFILE** section, click on the applicable heading (see below) to bring up the editing page and always click **Save** at the *bottom right* of the page to ensure your updates are retained.

👉 Return to Contents

Phone App: Within each menu in the PROFILE section, click on the applicable heading (see below) and then the edit button ✎ at the *bottom right* to bring up the editing page. Always click SAVE at the *top right* of your screen to ensure your updates are retained.

WHERE TO VIEW OR UPDATE YOUR OWN INFORMATION:

Select your profile picture to access:

My Identity
- Record/update your name, address, date of birth, contact details etc

My Health
- Option to provide information about your health (not a requirement to complete)

My World
- Add another parent of your child
- Option to provide information about relationships (not a requirement to complete)

My Account
- Change your password
- View the CWA (Complying Written Arrangement)
- Add a pin for Electronic Sign In (ESI)

WHERE TO VIEW OR UPDATE YOUR CHILD'S INFORMATION:

Select your child's profile picture to access:

My Identity
- Record/update your child's name, address, date of birth, contact details

My Health
- Record/update your child's immunisation status (note a copy of your child's immunisation record must be provided separately to the Centre)
- Record your child's Medicare Card Number
- Add/update any medical conditions
- Add/update any health services participating in your child's life

My World
- Option to provide information about relationships
- Add emergency contacts
- Give permissions for people to collect your child from the Centre + any other authorisations you would like them to have.

My Welfare
- Record/update details about family life, including any court orders or parenting plans (not a requirement to complete)

My Services
- Services that you child is enrolled in *(if enrolled in more than one service that utilises HubHello)*

TROUBLE SHOOTING

I cannot log in to HubHello

Please see the How to log in to HubHello section of your Parent Handbook. If you need a new copy of these instructions, please email your Sweetpeas centre and we will send the applicable FAQ page.

HOW TO MERGE/LINK ACCOUNTS (MOST OF FAQ SUPPLIED BY HUBHELLO)

If you have previously used, or are currently using, *HubHello* at another service you will most likely have to merge/link these accounts to continue to use *HubHello*.

To access the Parent Portal and to merge accounts you need to:
- Log in to https://hubhello.com/#login. Use your original username (from previous service or account)
    - If you can't remember the previous username, you can ask your previous service,
    - Or it may show as part of an error when you are logging in,
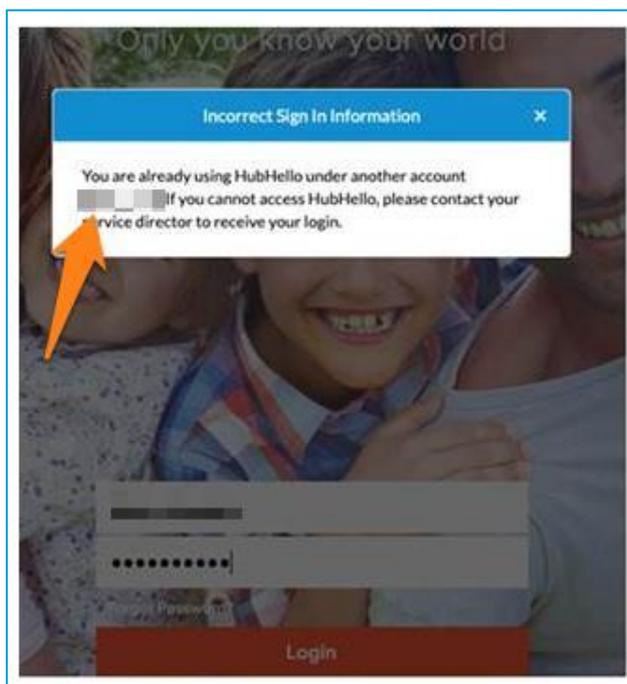
- Or when you are using a different login and trying to verify your email address.
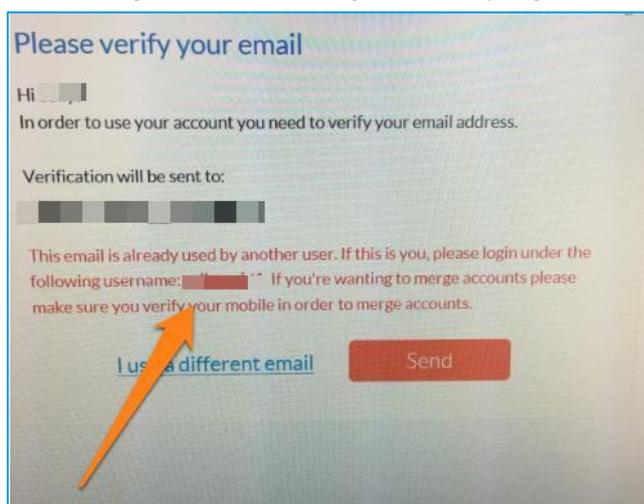
- There are 2 possibilities to link accounts:
    1. You will automatically be prompted to link accounts.
    2. You will need to manually go to the Link Now button.

Prompted to link accounts

Once you have successfully logged in to your original account you are likely to get a prompt letting you know that another account has been found and would you like to link these accounts.

Warning ×

We have detected a record at another HubHello service that matches your details. Would you like to verify the records belongs to you and link it to your account?

No Yes
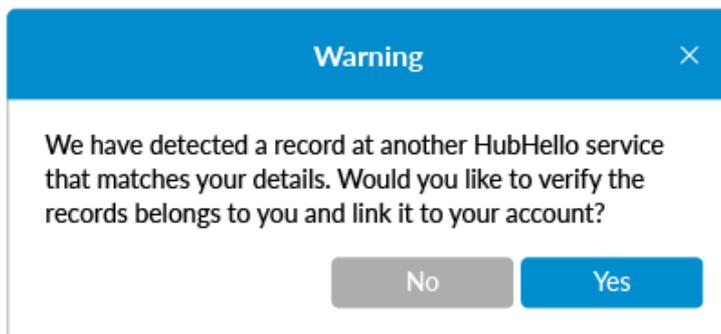
If you say *No* you will receive this message:

Account Verification ×

Thank you we won't link this record to your account. You can attempt to link it again by accessing this message again from your alerts page.

Ok
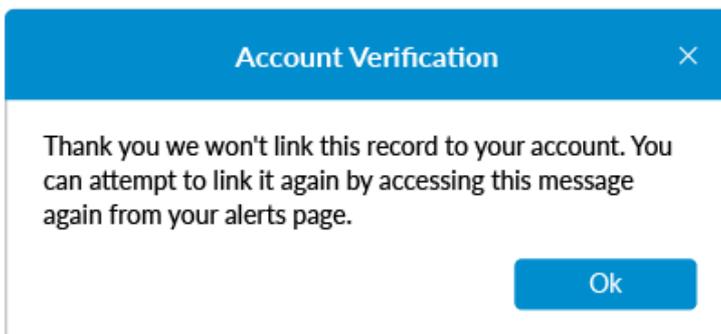
If you say *Yes*, you will be given further details about the account:

Account Verification ×

'Child name: <child_name>'
Service Name: Elwood ELC

Do you believe this is your child?

No Yes
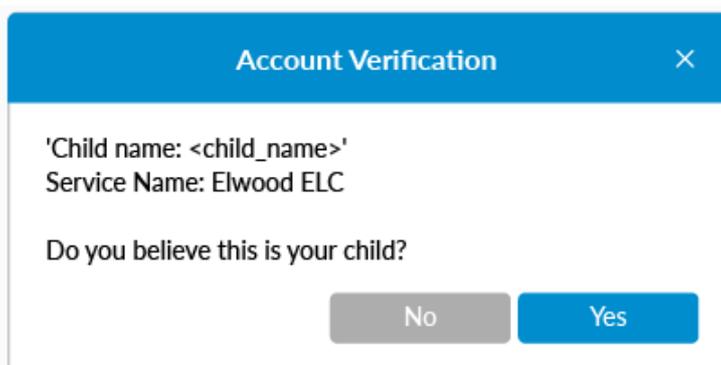
If the information matches your child, you should click on *Yes* and then you will be asked to complete a number of questions about yourself and your child.

For the purpose of linking accounts, the information required to be entered includes at least 2 of these questions:
- Child DOB
- Child CRN
- Child Middle Name

Account Verification ×

Please enter the DOB for <child_name>:
📅 14/07/2011

Please enter <child_name>'s CRN:
1235 - 38027 - K
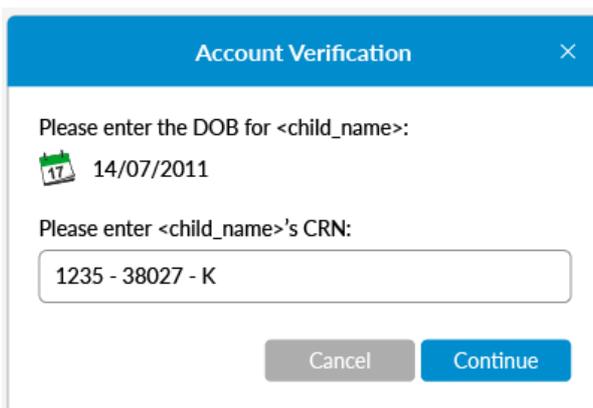
Cancel Continue

You will also be asked 2 random questions about yourself which will include:
- Parent middle name
- Parent postcode
- Parent DOB

If these are entered correctly you will receive a message letting you know that the account has been successfully linked:

If the information provided is not correct you be given another chance to try again:
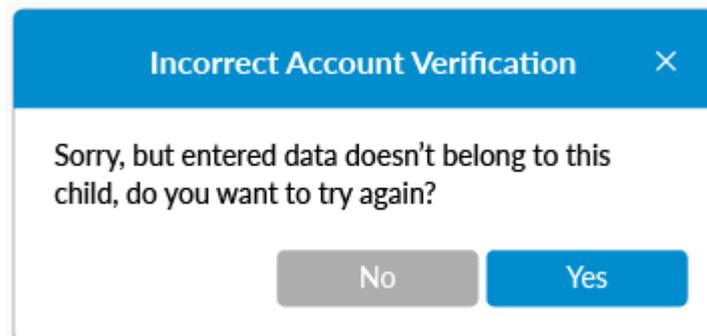
If it is still not correct you should contact your original and new services to ensure that your details are all showing the same information, particularly the questions listed above.

Not prompted on login

If families do not see a merge option when logging in, they will need to complete the following below. Please note only parents who have verified both their email address and mobile number would be able to merge accounts:

The heart icon ♡ at the top of your screen represents the *Quicklinks* menu. Please click on the heart icon and select LOCKER.
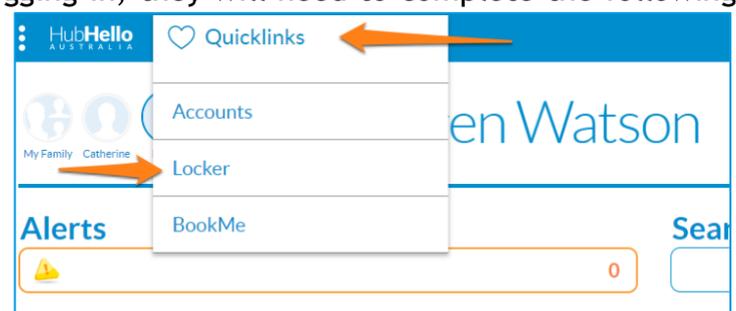
Go to the *Alerts* section (if not already selected) and the **LINK NOW** alert should show.

This alert could be that you have two children at different services or the same child at two different services with the same email address and phone number listed.
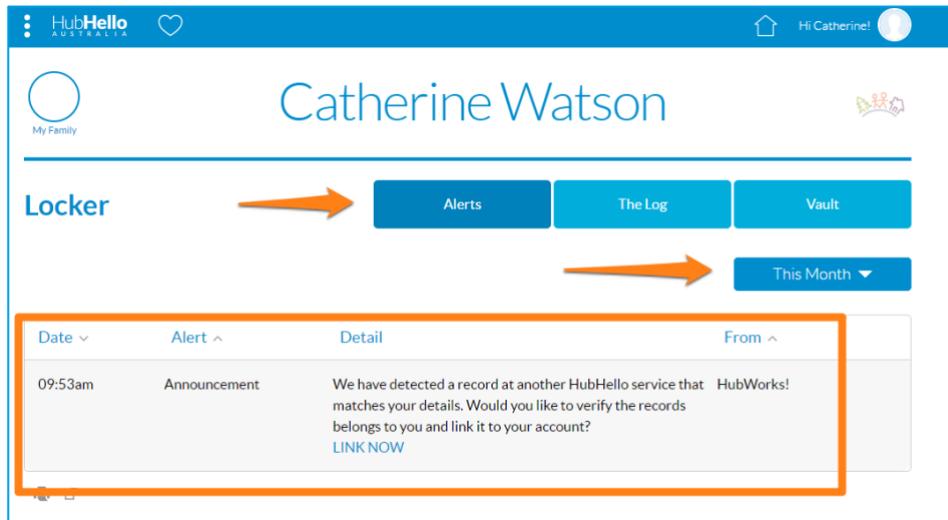
If you cannot see this alert, please edit the date range to custom and select a longer date range, it could be up to the last few years.
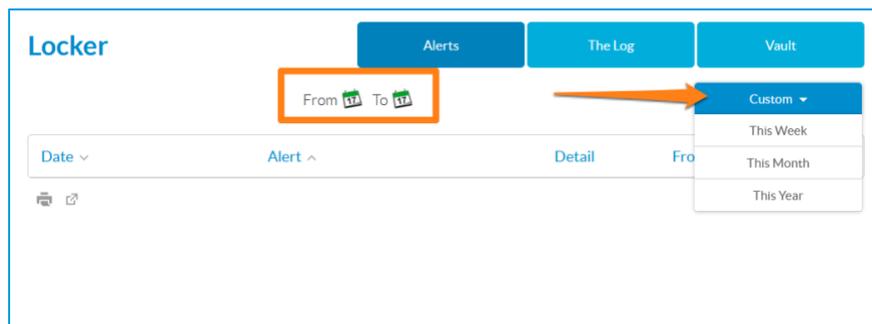
Once you have clicked **LINK NOW** you will be presented with questions that you need to complete. Please refer to the above information from step one under *Prompted to link accounts*.

Once accounts are linked

You will see on the top line, next to your name, which services are linked, and you can change what service you are wanting to access information by clicking on the service/logo.

TROUBLE SHOOTING

It won't link and tells me the information is wrong?

Please contact your original and new services to ensure that all your and your child's information matches.

I can't find the LINK NOW alert

You need to extend the date range in the alerts (see above), alternatively it may not recognise the other account if it has a different email or mobile number.

I don't know my original username

You can see this when you try and login with your new details (see above) or contact your original service for this information.

I can see multiple of the same child on my account

You need to link your accounts, and this will merge your children correctly.

I need to change my email or mobile?

Please let your Sweetpeas service know and your details can be unverified so that your new details can be entered.

I have tried to verify my account, but I can't find the email

Please check your junk mail and ensure that you allow emails from communications@hubworks.com.au

Nothing I am doing is working

Have a chat to your Sweetpeas service who can then reach out to *HubHello* for you.

Sweetpeas Cranebrook: (02) 4730 4600 - sweetpeaskindy@gmail.com

Sweetpeas Penrith: (02) 4721 4920 - sweetpeaskindypenrith@gmail.com

Sweetpeas St Clair: (02) 9834 6011 - sweetpeaskindystclair@gmail.com

Sweetpeas St Marys: (02) 9623 5069 – sweetpeaskindystmarys@gmail.com

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Please remember that you should contact your Sweetpeas service for additional information and support, if your service is not sure how to assist, they can contact our support team for further assistance. We do ask that you don't call or email HubWorks/HubHello yourself as our team will refer you back to your Sweetpeas service.

HOW TO SIGN IN AT SWEETPEAS (MOST OF FAQ SUPPLIED BY HUBHELLO)

All Sweetpeas services now use the HubHello Electronic Sign In (ESI) service. To sign your child/ren in at Sweetpeas, please bring your phone to utilise the contactless ESI system.

1. When arriving at the centre, scan the QR code on the front door or gate to access the ESI
2. Please enter your mobile phone number and pin number.

If you have not yet created a pin via your parent portal, the system will recognise this and prompt you to create one. Please follow the steps on the screen. If you forget your pin you can reset it via your parent portal or alternatively please discuss with staff and they can reset via the enrolment form in HubWorks.

3. Click **SIGN IN** and **SAVE**! When you collect the child - repeat the steps but click **SIGN OUT** and then **SAVE**! (*Note: if you forget to press save, your child will not be signed in*)
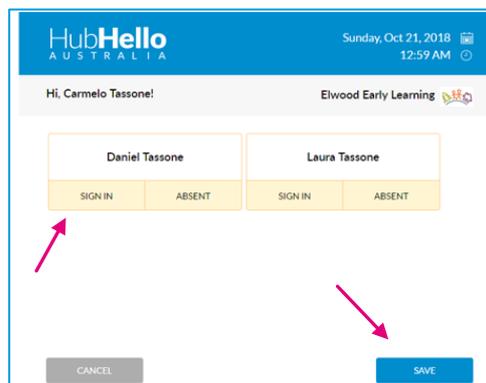
ADDITIONALLY:

- Please make sure the service has up to date emergency contacts including phone number details and who is authorised to drop off or collect your child. If they have not been listed, they will not be able to pick your child up. (*See the* HOW DO I UPDATE MY DETAILS? *section of the Parent Handbook for details on where to find this information on HubHello or the* CAN SOMEONE ELSE PICK UP MY CHILD FROM SWEETPEAS? *section for detailed instructions.*)
- Please do not share mobile phone numbers and pins. Each parent and emergency contact must use their own details. By law we must accurately record who dropped off or collected your child and when. Your phone number is your unique identifier for compliance purposes.
- If an educator has marked your child as absent for a day they usually attend, a 'Confirm Absences' message will appear on the parent next login. You will need to confirm this before signing your child in/or out for the day. (Press **YES** if absences are correct)
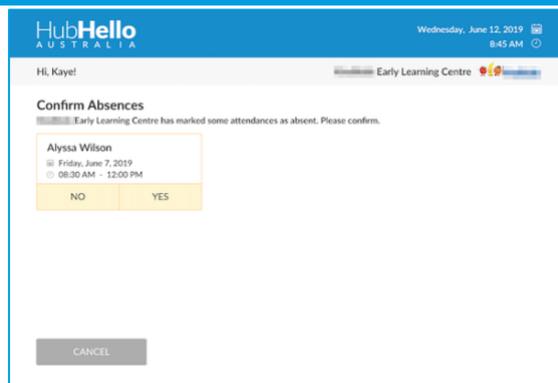
- If an educator has signed your child in/out on your behalf, a 'Confirm Attendances' message will appear the next time Parent 1 or Parent 2 logs in. You will need to confirm before signing in/out for the day.
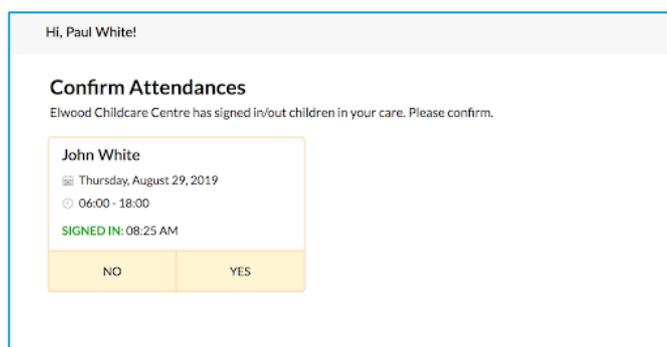
- Sweetpeas have the ability to leave a message in bulk, by group, or individual children. When Parent 1 or 2 goes to sign their child in/out the message will appear. You will need to select the OK button next to the message in order to sign your child in/out.

TROUBLE SHOOTING

I have forgotten my PIN

If you forget your PIN, you can reset it via your HubHello parent portal (currently via web browser only) or alternatively please discuss with staff and they can reset via the enrolment form in HubWorks. To reset go to https://hubhello.com/#profile/account and enter your login details, then scroll to the *Enable PIN* section to change your PIN.

One of my child's Emergency Contacts has forgotten their PIN

You can reset Parent 2's PIN by going to https://hubhello.com/#profile/world, enter your HubHello login details and scroll to the *Enable PIN* section to change their PIN.

To change the PIN of any other contact, please contact the centre and we can reset via the enrolment form in HubWorks.

CAN SOMEONE ELSE PICK UP MY CHILD FROM SWEETPEAS? (HOW TO ADD A CONTACT)

Yes! A child does not have to be collected by their parents or legal guardians only. You can nominate anyone over the age of 18, who does not have legally restricted access to your child (e.g. a court order or custody order), to drop off and collect your child from Sweetpeas by listing them as an emergency contact.

Please make sure the service has up to date emergency contacts including mobile number details and who is authorised to drop off or collect your child. *If they have not been listed, they will not be able to collect your child from Sweetpeas.*

Please do not share mobile phone numbers and pins. Each parent and emergency contact must use their own details. By law we must accurately record who dropped off or collected your child and when. Your phone number is your unique identifier for compliance purposes.

> *Please note it is the responsibility of the parents/guardians to ensure the information in HubHello is up to date at all times.*

How do I add an emergency contact to my HubHello account?

To add a contact, you will need to access the **PROFILE** Menu on *HubHello*. To access the menu, you will need to:

4. Log in to *HubHello* via the app on your phone or by visiting https://hubhello.com on your internet browser.
5. Click on the profile picture to bring up a menu including *Profile*, *Support* and *Log Out*. This menu can be accessed from any page at any time.
6. Click on **PROFILE**.
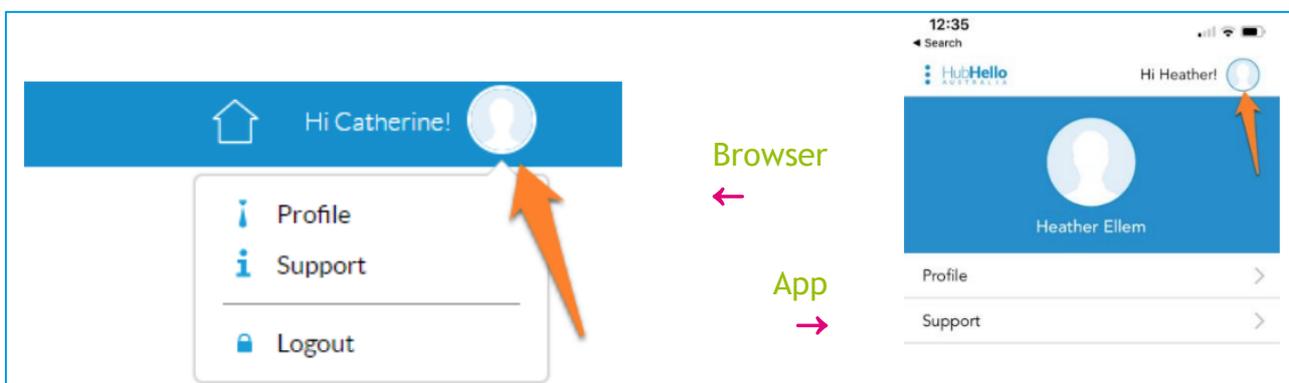
Once **PROFILE** is selected from the main menu, you are provided with the opportunity to select yourself or your child/children through the individual profile pictures on the *top* of the page. You can add a contact from either your profile or your child's profile.
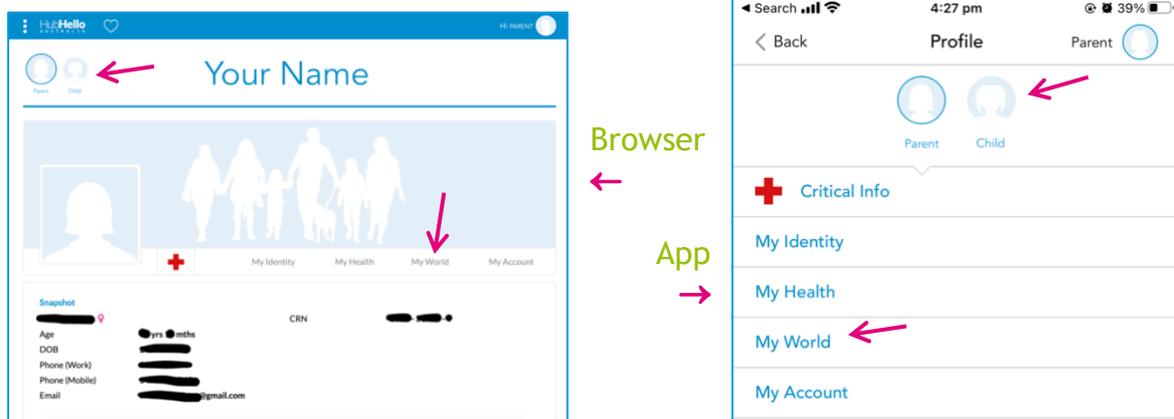
7. Click on **MY WORLD** in your chosen profile

8. **Web Browser**: Click *Add Person* at the *bottom right* of the page and fill out the form with the applicable details for your new contact. Ensure you at least select "*Collect/Deliver children to/from the service*" in the *Authorisations* list, as well as any other options you wish to authorise this contact with in relation to your child. Ensure you click the Save button at the *bottom* of the page to save the contact.

   Phone App: Click *Add Emergency Contact* at the *bottom right* of the screen and fill out the form with the applicable details for your new contact. Ensure you at least select "*Collect/Deliver Your Child to/from the service*" in the *Authorisations* list, as well as any other options you wish to authorise this contact with, in relation to your child. Ensure you click the SAVE button at the *top right* of the page to save the contact.

Browser ←

App →
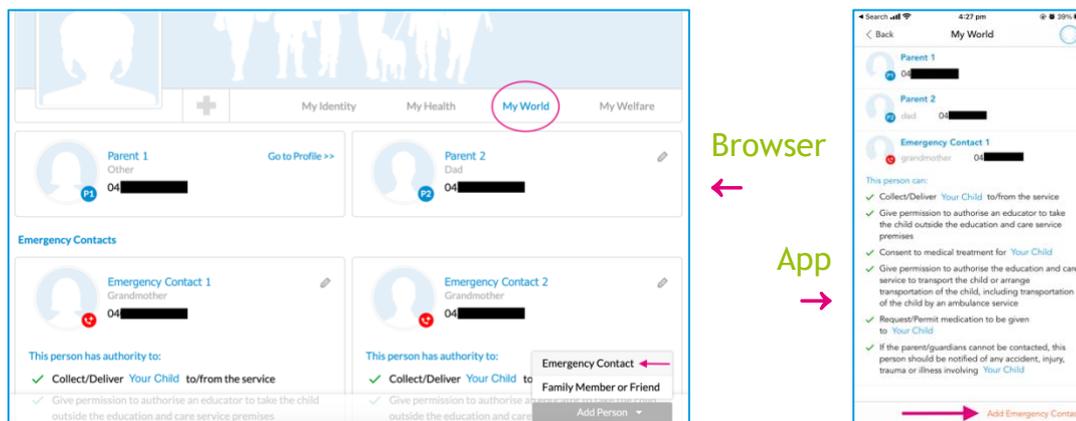
9. Check that you added the following details to each emergency contact to ensure they are able to collect your child from the service:
   a. Their first and last names
   b. Their address (as staff will need to check your contact's ID if they have not met them before)
   c. Their mobile number (this is essential for signing your child in and out of the service)
   d. The Authorisation to "*Collect/Deliver Your Child to/from*" *the service* in the *Authorisations* list.
10. If all the above information has been added, your contact can now drop off or pick up your child from Sweetpeas.

TROUBLE SHOOTING

I cannot log in to HubHello

Please see the How to log in to HubHello section of your Parent Handbook. If you need a new copy of these instructions, please email your Sweetpeas centre and we will send the applicable FAQ page.

I don't want one of my Emergency Contacts to collect my child anymore

You can edit/remove a contact at any time by logging in to *HubHello*, navigating to the MY WORLD section of the PROFILE Menu (see above) and then:

- **Web Browser**: Click the edit ✎ icon next to the relevant Emergency Contact and either edit details and Authorisations and click Save (bottom right) **or** press the 🗑 *Remove Person* button at the *bottom left* of the page to remove the contact completely.
- **Phone App**: Tap the relevant Emergency Contact and then the edit ✎ icon at the *bottom right* of the screen. Either edit details and Authorisations and press UPDATE (*top right*) **or** press the Remove Contact button at the *bottom left* of the page to remove the contact completely.

Please also notify your Sweetpeas centre if there is a person who you no longer wish to collect your child so we can make sure all educators are aware of the change.

HOW MUCH DO I OWE?

You will be invoiced by Sweetpeas once per fortnight. You will receive your invoice via email, or you can access it at any time via the *HubHello* website or app. Each invoice will state:

1. The date it was generated
2. The date range it represents
3. The current Child Care Subsidy rate (CCS%) that you are eligible for
4. The hours per fortnight you are currently eligible for CCS*
5. The number of absences your child has had from care this financial year
6. **The total amount owing to your Sweetpeas centre.**

Example fee invoice

Please note that all weeks are billed Monday-Sunday as this is how the Child Care Subsidy is allocated by the Government.

Week ending dates will *always* be a Sunday.

Sweetpeas Kindergarten and Long Day Care Centre St Clair
(CCS CDC) - Invoices
131 Explorers Way
St Clair, 2759

Ph: 0298346011
Email: sweetpeaskindystclair@gmail.com
ABN: 68635590957
CCS Service ID: 190038851T

Tax Invoice: Parent 1 Name

1. **Date:** 1/03/2022
   CRN: 123456789A
2. 31/01/2022 - 6/03/2022
   Your Child's Name (Enrolment ID)
3. CCS%: 50.0
4. Hours per Fortnight: 100
5. Absences from CCS: 10

6. **Total Due: $123.45**

Bonds Held: $0.00

Week Ending 6/02/2022 (Gap fee for week: $123.45)	Debit	Credit	Balance
30/01/2022	Opening balance		$262.50	$-262.50

You can also find additional information, including:

1. The individual dates you were billed for in each applicable week;
2. **The Gap fee* for each week in the billing period (i.e. the amount payable each week);**
3. Receipts of payments made during the billing period (listed as Parent Payment);
4. CCS Fee Reduction payments made during the billing period.

Week Ending 13/02/2022 (Gap fee for week: $123.45)			Debit	Credit	Balance
7/02/2022	Your Child	Attendance (CDC) from 07:00 to 17:00	$100.00	$0.00	$100.00
8/02/2022	Your Child	Attendance (CDC) from 07:00 to 17:00	$100.00	$0.00	$200.00
9/02/2022	Your Child	Attendance (CDC) from 07:00 to 17:00	$100.00	$0.00	$300.00
10/02/2022	Your Child	Attendance (CDC) from 07:00 to 17:00	$100.00	$0.00	$400.00
11/02/2022	Your Child	Attendance (CDC) from 07:00 to 17:00	$100.00	$0.00	$500.00
11/02/2022	Parent Payment (receipt #00000001)		$0.00	$123.45	$376.55
14/02/2022	CCS Fee Reduction (for Your Child)		$0.00	$376.55	$0.00
Total			$500.00	$500.00	$0.00

*If your eligible CCS hours are *less* than the hours needed to cover the days your child attends each week, then your gap fee will be different for week 1 and week 2 of each fortnight.

For example: Let's say you are eligible for 36 hours CCS per fortnight and your child attends *Sweetpeas St Clair* two days per week.

Each day of care at Sweetpeas is equivalent to 10-11 hours (depending on your centre's opening hours). Sweetpeas Cranebrook = 10hrs, Sweetpeas Penrith = 10.5hrs, Sweetpeas St Clair & St Marys = 11hrs.

- Two days of care at *Sweetpeas St Clair* is: 2 x 11hrs = 22hrs.
- Two weeks (a fortnight) of care is: 2 x 22hrs = 44hrs.

- So, a fortnight of care, attending two days per week at *Sweetpeas St Clair* is equivalent to 44hrs. But you are only eligible for 36hrs of subsidy. Therefore, 8hrs per fortnight are not covered by your CCS%.
    - Week 1: all 22 hours of care are subsidised. 14 hours remain for the fortnight.
    - Week 2: 14 of 22 hours of care are subsidised. 8 hours of care are charged at the full rate.

If this is the case for your family, and the hours you are eligible for CCS are less than the hours that your child attends in a fortnight, you will probably find it easiest to pay your bill *fortnightly*. This way you can add each week's gap fee together and pay the same amount each fortnight rather than an alternating amount each week.

How do I check my amount owing on HubHello?

You can find the information regarding your fees in the *Quicklinks* menu of *HubHello*, in the **ACCOUNTS** section.

1. Log in to HubHello on your app (recommended for phone users) or web browser (computer users) - see the How to log in to HubHello section of your Parent Handbook if you are unsure how to log in.
2. The heart icon 💙 represents *Quicklinks* which provides access to the *HubWiki* (app only), *Accounts*, *Locker*, *BookMe* and *Activities* sections of *HubHello*.
    - Web Browser: *Quicklinks* can be accessed from the *top* banner of any *HubHello* page in the web browser at any time.
    - Phone App: *Quicklinks* can be accessed from *top* banner also, but only from the main *HubHello* page in the app (the landing page when you open the app).
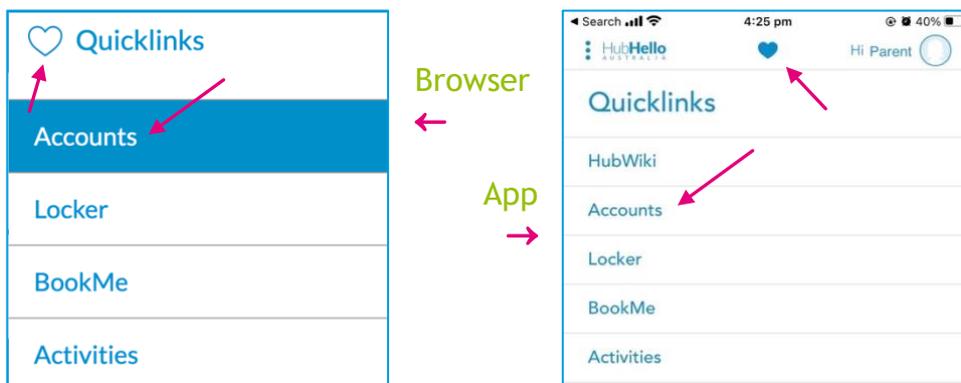
On the **ACCOUNTS** page you will be able to view your CCS%, how many CCS hours your family is eligible for, how many absences have been accrued year to date, the **current balance** of your account and your children's attendance history. You can also produce an invoice or a statement.

Please note that the amount owing may not be accurate if we do not have a current estimate of CCS from the government or if parent payments have not yet been entered for the week.
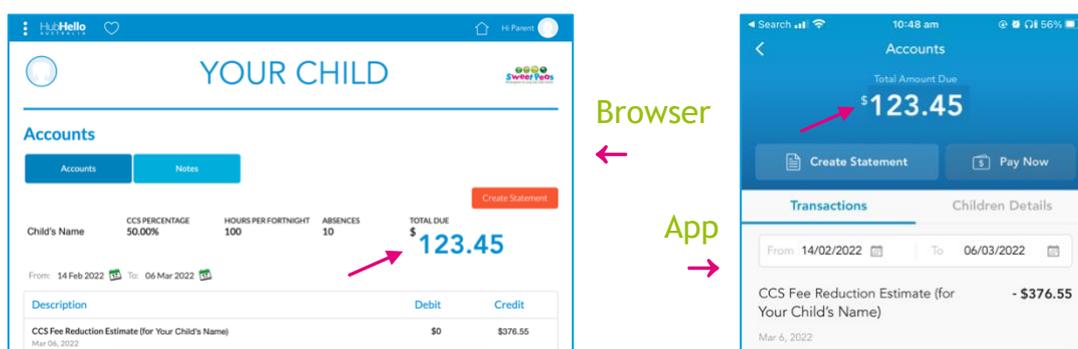
How do I access an invoice myself?

On a computer:

To create an invoice or statement for any date range:

1. Navigate to the **ACCOUNTS** page on the *HubHello* website ([see above](#))
2. Click Create Statement
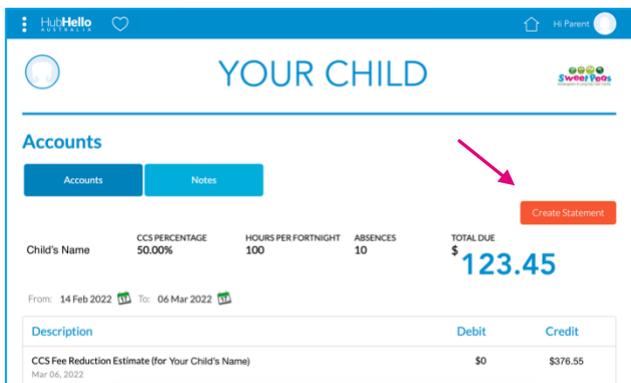
3. Select option for invoice from the drop-down list
4. Click on the calendar icons to select the applicable dates for the invoice
5. Click Print

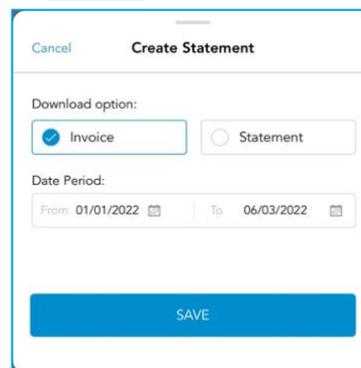6. A PDF document will then be created for you to either save to your computer or print

On the app:

To create an invoice or statement for any date range:

1. Navigate to the **ACCOUNTS** page on the *HubHello* app ([see above](#))
2. Click Create Statement
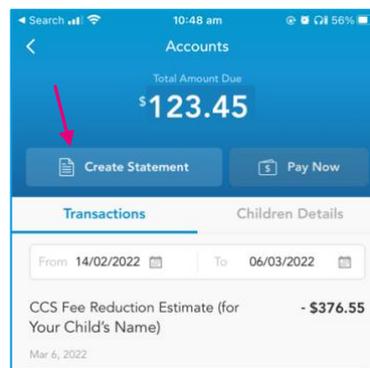
3. Select option for invoice
4. Click on the *From* and *To* dates to select the Date Period for the invoice
5. Click SAVE

6. An invoice PDF will generate and open within the *HubHello* app
7. You can choose to save the invoice to your phone, print or share by clicking the share icon on the *top right* of your display (⬆ or ⬋)

TROUBLE SHOOTING

I paid fees today, but when I checked my balance on HubHello my payment isn't there. Have you received my payment?

Please note that data entry of payments from families only occurs *once per week*, no matter which payment method you used. Please contact your Sweetpeas centre if you paid more than one week (7 days) ago, and your payment has still not been applied to your account.

I paid fees today and then received my statement via email, but I can't see my payment on the statement

It is likely that payments had already been entered for the week before we received your payment. The statement reflects all payments that were received prior to our weekly data entry. Your

payment should be listed on your next statement, please contact your Sweetpeas centre if it is not listed on the next statement.

I paid fees last week, but I can't see my payment on the statement I received this week.

If you paid fees more than two business days before you received your fortnightly statement, please contact your Sweetpeas centre. It is preferable you contact us via email with the following information:

- Your child's name
- The date you paid
- The amount you paid
- A copy of the receipt attached, if possible.

Management will investigate and respond to your email ASAP. If you would like a new statement for your records, it can be reissued once the missing payment has been applied.

The CCS% listed on my statement is not correct

If you think the CCS% listed on your statement or on your *HubHello* Accounts page is incorrect, please contact Centrelink. Sweetpeas has no control over your Child Care Subsidy or its related details; this information is supplied directly from Centrelink and Family Assistance.

The "Hours per Fortnight" listed on my statement are incorrect

If you think the eligible *Hours per Fortnight* listed on your statement or on your *HubHello* ACCOUNTS page are incorrect, please contact Centrelink. Sweetpeas has no control over your Child Care Subsidy or its related details; this information is supplied directly from Centrelink and Family Assistance.

I have contacted Centrelink/Family Assistance and confirmed my CCS% and eligible hours, but they still say 0% and 0hrs in my Sweetpeas account

Please carefully check the Centrelink CRNs you supplied to Sweetpeas when you enrolled your child at our service. It is of utmost importance that both your and your child's CRNs are correct. Common mistakes include writing the wrong number for one or both CRNs or accidentally switching the CRNs (i.e., writing the Parent CRN for the Child CRN and vice versa).

If you check these numbers and realise you enrolled your child under the wrong parent (e.g., the Child Care Subsidy is connected to the child's father but was enrolled at Sweetpeas with the child's mother's information) please contact your Sweetpeas centre ASAP. We will have to re-enrol your child under the correct parent for this issue to be resolved.

Please note, if this is the case and your child needs to be re-enrolled, it will be several more business days before this issue is resolved and your eligible subsidy can be received (and hopefully backdated) from the Government.

I have been paying full-price fees, but would like to start claiming the Child Care Subsidy, what do I do?

To check your eligibility for CCS and to start claiming you will need to follow the directions supplied by Services Australia. The process will be easiest if you have a myGov online account linked to your Centrelink account. If we already have the correct CRNs for you and your child, then the CCS should automatically be applied to your account once your application has been approved by Centrelink.

# WHERE DO I FIND INFORMATION ABOUT MY CHILD'S DAY AT SWEETPEAS?

Using *HubHello* you can find a lot of information about your child's day, including what and how much they ate, if and how long they slept, nappy change records, incident reports, photos and the daybook entry. This information can all be found on either the *HubHello* app or website under a few different menus. You must be logged in to *HubHello* to access any of this information. If you are unsure how to log in to the *HubHello* app or website, please refer to the How to log in to HubHello section of your Parent Handbook.

What/how much did my child eat today?

feedAustralia is the program that is used by our services for nutritional support, menu entry, sharing and saving recipes and recording children's eating habits. Menu and meal information can be found in the *feedAustralia* menu. You can find the *feedAustralia* menu via the 3 dots at the *top left* of the page.
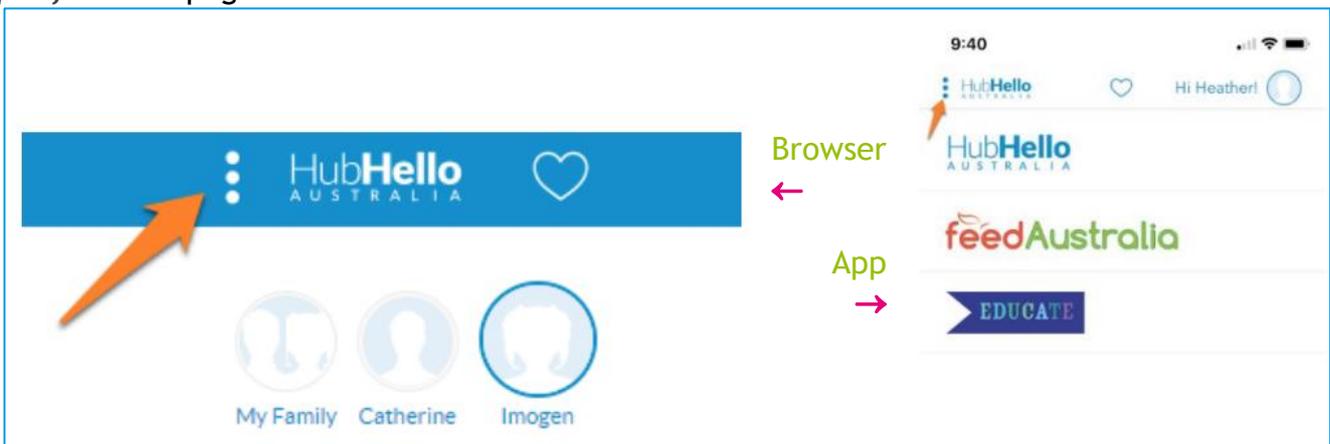
The *feedAustralia* program will open automatically on the current week's menu. You can find the recipes and eating habits by navigating the horizontal menu at the *top* of the web browser display and the *bottom* of the app display.
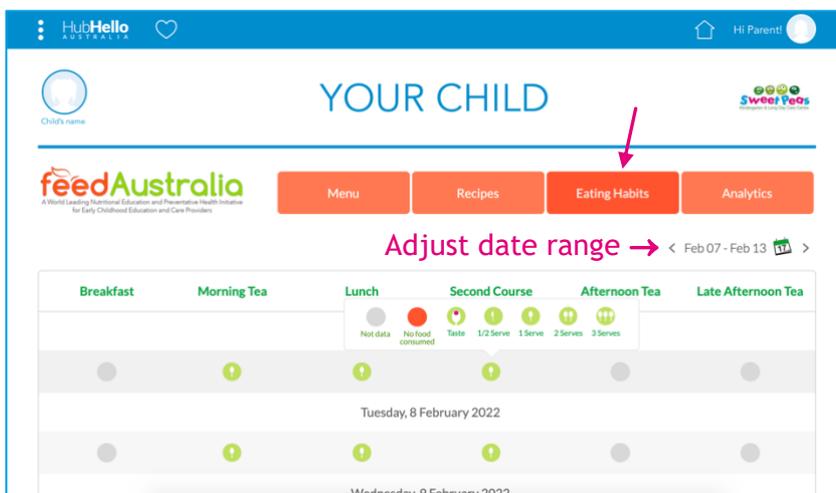
The *Eating Habits* menu is where you will find how much your child has eaten each day that they have attended that week.
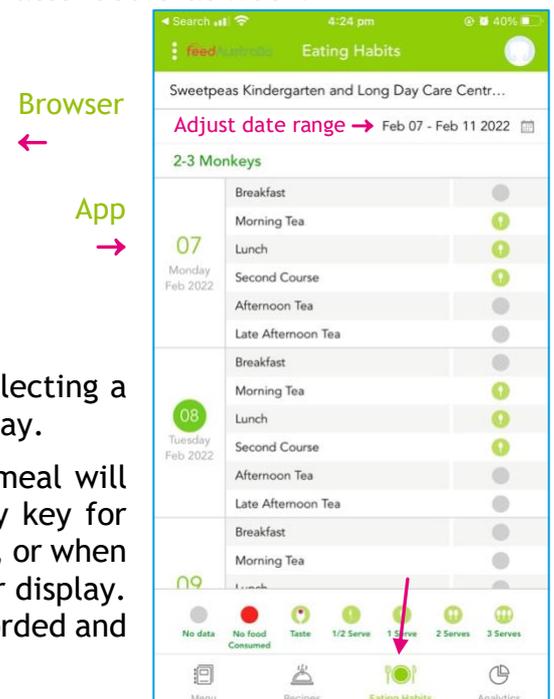
You can also change the date range you are viewing by selecting a new date range from the date menu at the top of the display.

The symbols *next to* (app) or *below* (web browser) each meal will tell you how much your child ate at that mealtime. They key for these symbols is displayed at the *bottom* of the app display, or when you *hover your mouse* over the symbols in the web browser display. The meals will update throughout each day as they are recorded and saved by educators at Sweetpeas.

How long did my child sleep today?

You can find information on your child's sleep or rest in the *Quicklinks* menu, in the *Activities* section. The heart icon 💙 represents *Quicklinks* which provides access to the *HubWiki* (app only), *Accounts*, *Locker*, *BookMe* and *Activities* sections of *HubHello*. Additionally, the *Activities* information can be accessed when electronically signing your child out of Sweetpeas.
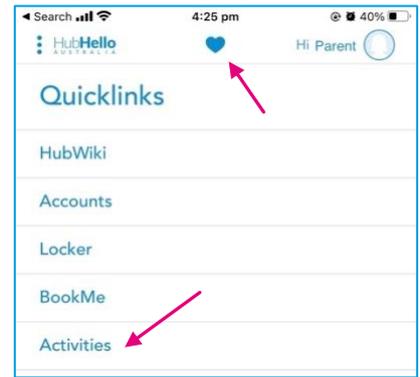
Web Browser: *Quicklinks* can be accessed from the *top* banner of any *HubHello* page in the web browser at any time.
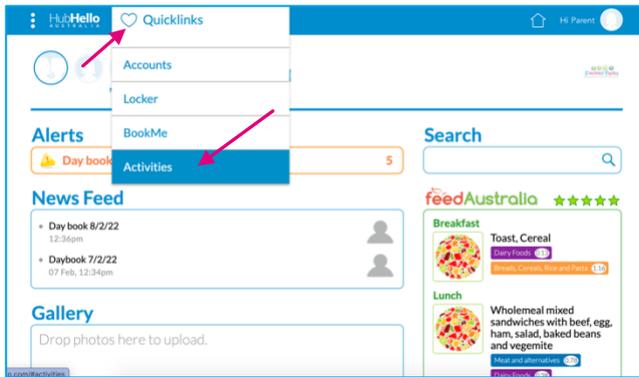
Phone App: *Quicklinks* can be accessed from *top* banner also, but only from the main *HubHello* page in the app (the landing page when you open the app).

Choose *Activities* followed by the *Sleep* icon to find the most recent sleep information for your child.
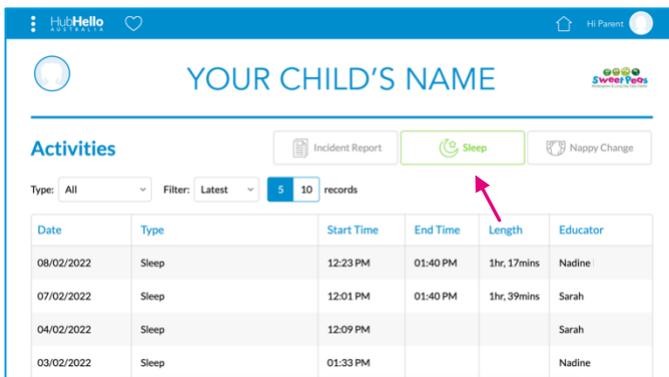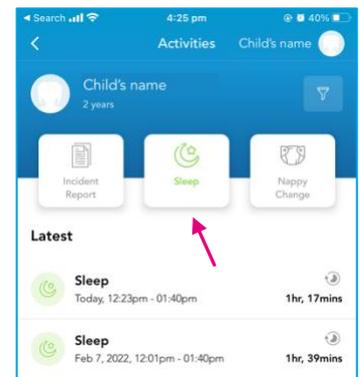
Where do I find information about my child's toileting/nappy changes?

Just like sleep/rest information, our daily nappy changes are recorded in the *Quicklinks* menu, in the *Activities* section. Follow the above directions to navigate to the *Activities* section of *HubHello* and click on the *Nappy Change* icon.
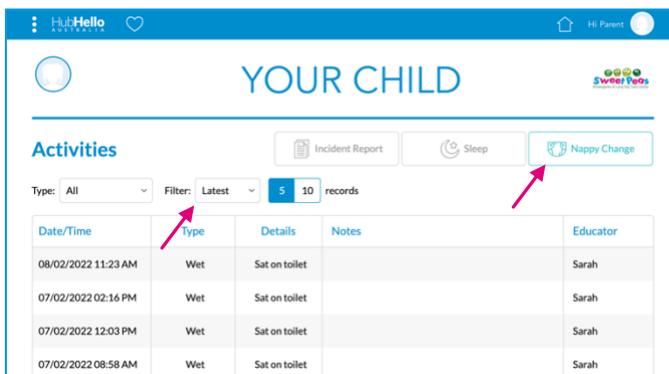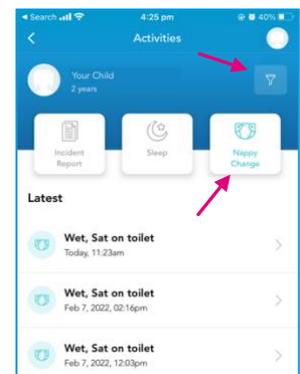
By default, the 'latest' nappy changes are listed, but you can change the *Filter* ▽ option to *By Date* to see a greater range of entries, or those from a specific time period.

👉 Return to Contents

Where do I find information about my child's accident/injury?

From time to time your child may have sustained an injury during their play at Sweetpeas. While Sweetpeas educators work to ensure your child is safe each and every day, accidents do happen. Educators will notify you via phone of any serious incidents or head injuries; any other incidents will be discussed with the person who collects your child that day (as long as they are authorised for such information). If this occurs, you can find details of the incident and any first aid that was administered in the *Activities* section of the *Quicklinks* menu.

Follow the above directions (in the *Sleep* records section) to navigate to the *Activities* section of *HubHello*, the *Incident Report* section is currently the default landing page for Activities, but you can navigate back to it from the other sections by clicking the *Incident Report* icon.

You will be prompted to electronically sign the incident report, if you have not done so already. Like the *Sleep* and *Nappy Change* records, *Incident Reports* can also be access in the *HubHello* Electronic Sign In (ESI) menu you when you collect your child from Sweetpeas.

Where can I find photos and a summary of today's educational activities?

Each day educators make a *Daybook* post in the *HubHello News Feed*. The *Daybook* includes photo highlights from the day a summary of the children's play and learning, descriptions of that day's 'group times' and any other events of note. The *News Feed* can be accessed on the landing page, the first page that opens when you log in to *HubHello* or open the app. The *News Feed* is the first thing on the landing page (under *Alerts*) in the web browser view, and the second thing on landing page in the app, after the *Gallery*.

In addition to the *Daybook* posts, educators regularly post photo highlights to the *Gallery*. This may occur daily or weekly, depending on each week's events and activities, and you will be able to view *Gallery* posts that your child has been tagged in.

Like the *News Feed*, the *Gallery* can also be accessed on the landing page, under the *News Feed* in the web browser view, and the first item under *Alerts* in the app.

## HOW DO I VIEW MY CHILD'S OBSERVATIONS AND EDUCATIONAL PROGRAM?

Both your child's observations written by educators and their designated group's educational program can be found in the EDUCATE section of HubHello on either the website or phone app.

Where do I find observations?

1. Log in to HubHello via the app on your phone or by visiting https://hubhello.com on your internet browser.
2. Click on the "More" menu - the three dots ⋮ in the *top left-hand corner* and then click on EDUCATE.

3. You can then click on your child's name and EDUCATE will open on the *Observations* section.
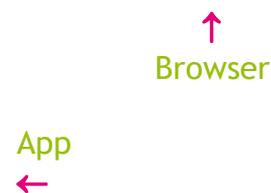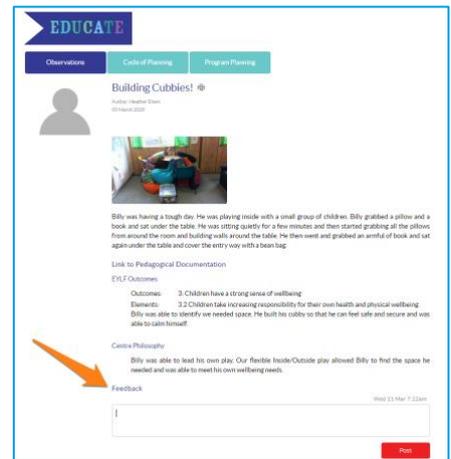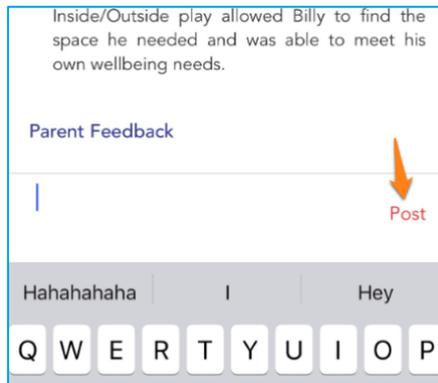
Browser ⟵

App ⟶
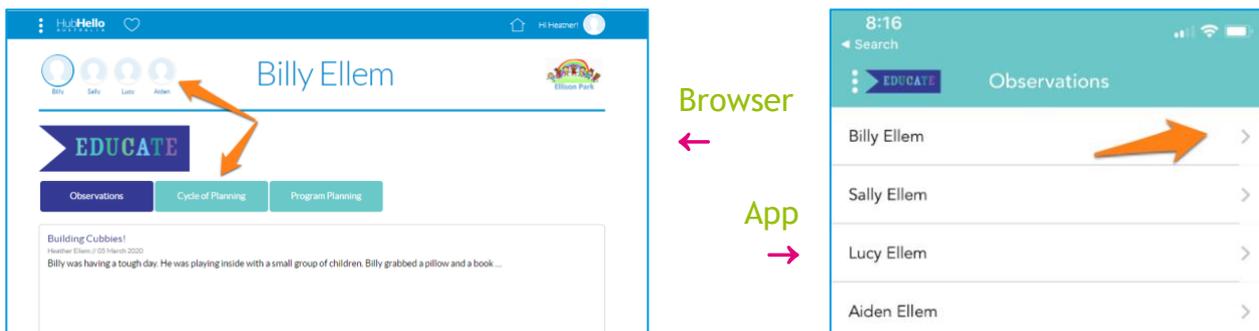
4. You can then click on any observation for further details. Don't forget to provide feedback for your child's educators! We absolutely love reading feedback from families on our observations and programs. Let us know if what we have observed is different to your own observations, if our goals align with your own, if you have any ideas or thoughts to contribute, or even just that you have read the observation!
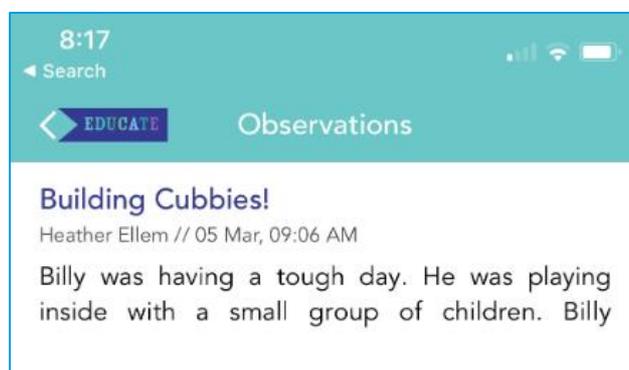
How do I leave feedback on observations?

Website: You can leave feedback on observations simply by writing in the Feedback box at the bottom of the observation and clicking the **Post** button.

App: To give feedback through the App click on **Post Feedback** and then a text box will appear. Make sure you click **Post** once you have finished. The educators will then be notified that you have provided feedback!

Centre Philosophy

Billy was able to lead his own play. Our flexible Inside/Outside play allowed Billy to find the space he needed and was able to meet his own wellbeing needs.

Parent Feedback

Post Feedback

Inside/Outside play allowed Billy to find the space he needed and was able to meet his own wellbeing needs.

Parent Feedback

Post

Hahahahaha   I   Hey

Q W E R T Y U I O P

Browser

App

Where do I find educational programs?

1. Navigate to **EDUCATE** (see above) which will open on the Observations section
2. Select the child you wish to view and Program Planning
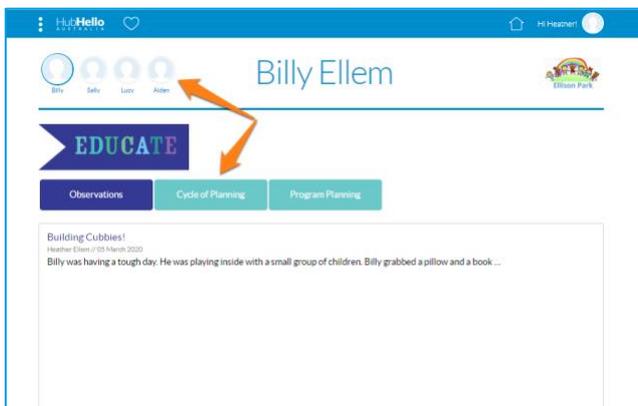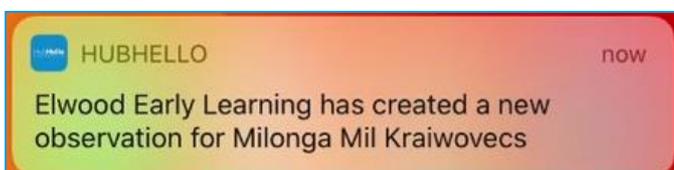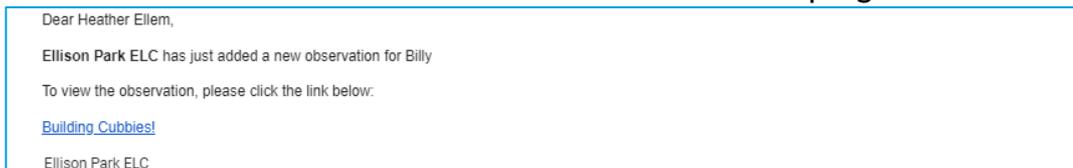
Browser

App

3. You can then click on any program plan for further details.
4. Don't forget to provide feedback for your child's educators! You can do so in the exact same way as you do for observations (see above), just scroll to the bottom of each program.

How will I know when an observation or program has been posted?

You will receive an email notification when a new observation or program has been added for your child.

Dear Heather Ellem,

Ellison Park ELC has just added a new observation for Billy

To view the observation, please click the link below:

Building Cubbies!

Ellison Park ELC

HUBHELLO   now

Elwood Early Learning has created a new observation for Milonga Mil Kraiwovecs

← You can also set up the app to receive push notifications when a new observation or program has been added.

How do I update my details?

Over the course of your child's enrolment at Sweetpeas, you may need change your phone number, need to change your address, want to add a new emergency contact, have new information or a new diagnosis of a medical condition or allergy, want to give a new person permission to collect your child, or update parent plans or custody arrangements.

Please note it is the responsibility of the parents/guardians to ensure the information in HubHello is up to date at all times.

To update your enrolment information, you will need to access the Profile Menu on *HubHello*. To access the menu, you will need to:

11. Log in to *HubHello* via the app on your phone or by visiting https://hubhello.com on your internet browser.
12. Click on the profile picture to bring up a menu including *Profile*, *Support* and *Log Out*. This menu can be accessed from any page at any time.
13. Click on Profile.
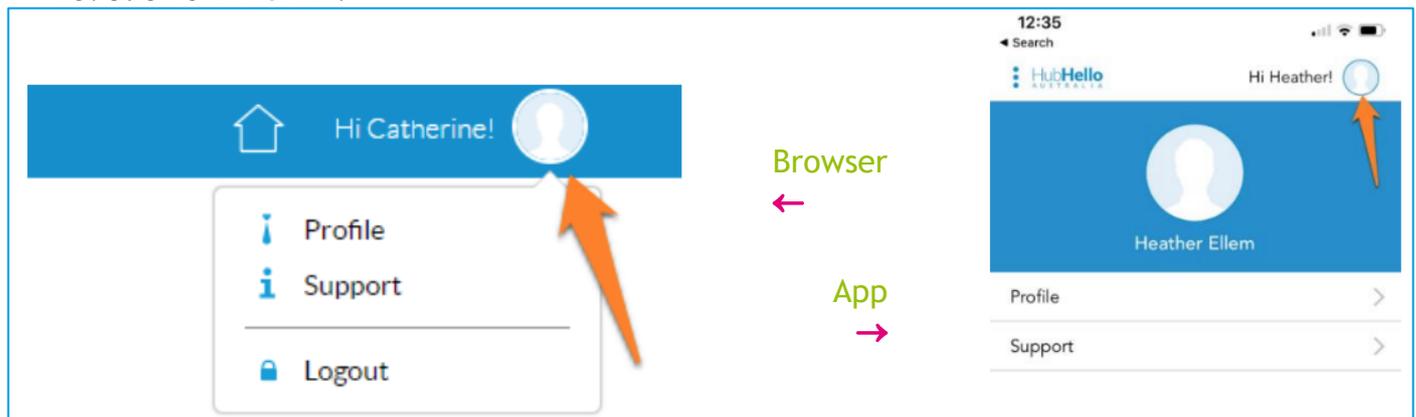
The Profile Menu allows you to access a range of details about you and your child. Once Profile is selected from the main menu, you are provided with the opportunity to select yourself or your child/children through the individual profile pictures on the *top left corner* of the page.
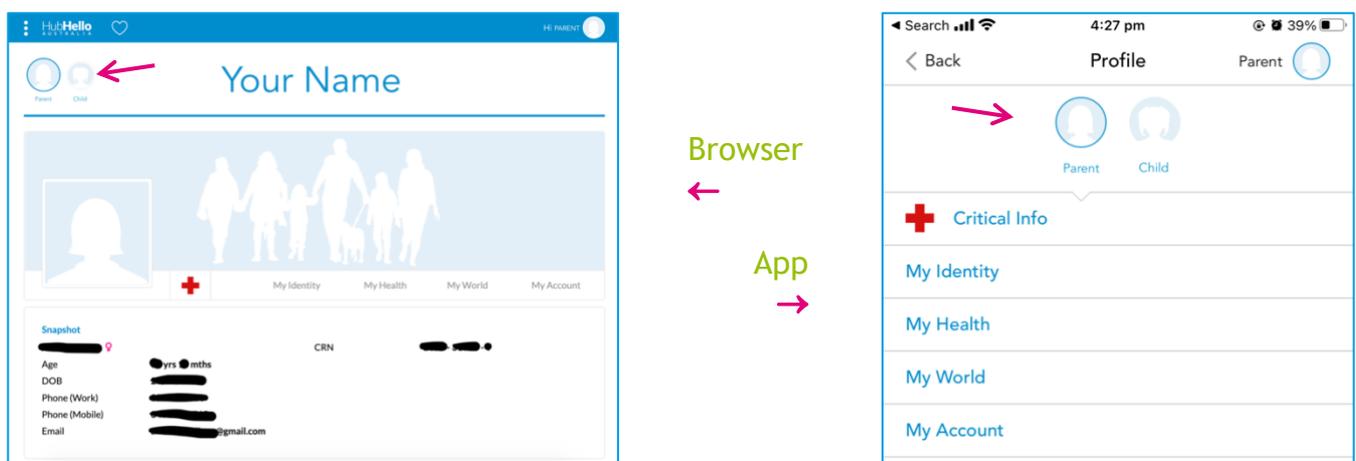
Web Browser: Within each menu in the Profile section, click on the applicable heading (see below) to bring up the editing page and always click Save at the *bottom right* of the page to ensure your updates are retained.

Phone App: Within each menu in the Profile section, click on the applicable heading (see below) and then the edit button ✎ at the *bottom right* to bring up the editing page. Always click Save at the *top right* of your screen to ensure your updates are retained.

WHERE TO VIEW OR UPDATE YOUR OWN INFORMATION:

Select your profile picture to access:

My Identity
- Record/update your name, address, date of birth, phone number and other contact details etc

My Health
- Option to provide information about your health (not a requirement to complete)

My World
- Add another parent of your child
- Option to provide information about relationships (not a requirement to complete)

My Account
- Change your password
- View the CWA (Complying Written Arrangement)
- Add a pin for Electronic Sign In (ESI)

WHERE TO VIEW OR UPDATE YOUR CHILD'S INFORMATION:

Select your child's profile picture to access:

My Identity
- Record/update your child's name, address, date of birth, contact details

My Health
- Record/update your child's immunisation status (note a copy of your child's immunisation record must be provided separately to the Centre)
- Record your child's Medicare Card Number
- Add/update any medical conditions
- Add/update any health services participating in your child's life

My World
- Option to provide information about relationships
- Add emergency contacts
- Give permissions for people to collect your child from the Centre + any other authorisations you would like them to have.

My Welfare
- Record/update details about family life, including any court orders or parenting plans (not a requirement to complete)

My Services
- Services that you child is enrolled in *(if enrolled in more than one service that utilises HubHello)*

TROUBLE SHOOTING

I cannot log in to HubHello

Please see the How to log in to HubHello section of your Parent Handbook. If you need a new copy of these instructions, please email your Sweetpeas centre and we will send the applicable FAQ page.

I don't have the HubHello app

You can download the *HubHello* app from the Apple App Store or the Google Play Store. For further information you can refer to the How to log in to HubHello section of your Parent Handbook.

QUICK FIND INFORMATION:

ABN: 38 481 209 413

Open: 7AM-6PM, Monday-Friday

Address: 263 Great Western Hwy, St Marys NSW, 2760

Phone: (02) 9623 5069

Email: sweetpeaskindystmarys@gmail.com

Website: https://www.sweetpeaskindergarten.com/

Facebook: facebook.com/SweetpeasStMarys

Instagram: @SweetpeasStMarys

HubHello Parent Portal: https://hubhello.com/#login

Sweetpeas St Marys Bank Details
Account name: MMKB Pty Ltd
Account number: 459673541
Account BSB: 112-879
Reference: Your child's full name