

Useful information



Breastfeeding and breast milk

You are welcome to visit your child's centre at any time to breastfeed your child. Educators will help you find a comfortable environment for you to breastfeed in.

Educators can also provide your baby with expressed breast milk by bottle.

Please speak to educators for more information and to discuss your needs.

Inclusion support

We're committed to providing accessible early learning and care centres that meet the needs of all children and families. In some circumstances, extra support can be provided to children and families with additional needs. Please speak to your child's educator if your family or child will require additional support to access the early learning program fully.

For more information, please refer to our Inclusion Procedure. You will find this at www.ecms.org.au/policies

Kindergarten and childcare fees

The government does not fund three-year-old kindergarten, so families pay the full cost for this service. However, eligible three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection can access free kindergarten.

For more information, please speak to your

child's educator or refer to our Fees Kindergarten Policy. You will find this at www.ecms.org.au/policies

Funding for four-year-old kindergarten

The Department of Education and Training (DET) provides funding for each child who attends four-year-old kindergarten. This funding contributes most of the cost of delivering the kindergarten program, but not all. Families pay fees for ECMS to meet the additional cost of providing a high-quality four-year-old kindergarten program with qualified and experienced staff.

Additionally, the Kindergarten Fee Subsidy enables eligible families to attend a 15 hour four-year-old kindergarten program at minimal or no cost.

Please speak to your educator for more information.

Paying kindergarten fees

You will receive your kindergarten fee invoice in the mail each term. You can pay your invoice via BPay, cheque, money order or by credit card (Visa or Mastercard) on our website.

To arrange a payment plan to help you manage your kindergarten fee payment, please contact our Fees Officer on 03 8481 1110.

Childcare Subsidy

On 2 July 2018 the Child Care Subsidy replaced the Child Care Benefit and Child Care Rebate.

Three things determine a family's level of Child Care Subsidy:

1. The combined family income.
2. Your fortnightly family activity level – how much families work, train, study or volunteer.
3. The fees charged by the early learning and care service.

The Child Care Subsidy is paid directly to services. There are also changes to the annual cap which will make child care more affordable for most families.

For more information on the New Child Care Package, please visit the following website;

<https://www.education.gov.au/ChildCarePackage>

You can also speak to your centre director or educator for more information.

Paying childcare fees

You can pay your invoice via direct debit.

Please speak to your centre if you would like to organise a payment plan for your fees.

Priority of access

Children who are at-risk of harm, have additional needs, and vulnerable children receive priority of access into our centres, according to the Department of Education and Training guidelines and our organisational policy.

For more information, please refer to our Priority of Access Policy. You will find this at www.ecms.org.au/policies

Providing feedback

We encourage you to share your feedback about your child's early learning and care experience. If you have a compliment or concern, please speak to your educator. If you would like to discuss the matter with another member of the ECMS team, please refer to the process outlined on the compliments and concerns poster on display at your centre.

For more information, please refer to our Feedback and Complaints Policy and Procedure. You will find this at www.ecms.org.au/policies

Sleep and rest

Educators will create a calm and relaxing environment for your child to rest or sleep according to their needs throughout the day. Please speak to your child's educators to learn more about how your child's rest and sleep will be supported.

Toilet training

Educators will follow your lead regarding your child's toilet training and provide advice regarding your child's developmental stage. Please speak to your child's educators for more information.

Photography

From time-to-time educators will take photos of your child for internal display, service display, promotion and general ECMS marketing. Photos will only be publically displayed if you have given your written permission on your child's enrolment form.

You will be asked to complete a separate consent form if photographs or videos are to be used outside the centre for newspaper/media or external publications.

Privacy

We respect your right to privacy. Your personal details will not be given to anyone without your consent. This includes personal information, addresses, telephone numbers, family composition, etc.

Please speak to your child's centre if you would like to access any of your files or records.

For more information, please refer to our Confidentiality & Privacy Policy. You will find this at www.ecms.org.au/policies