one tree
community services

discover the possibilities

SER-HB-004 OTDCU

Family Handbook

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ACKNOWLEDGEMENT of Country

One Tree Community Services (One Tree) acknowledges the Traditional Owners of the Lands on which we live and work across all states and territories.

We acknowledge Aboriginal and Torres Strait Islander Peoples of the nation, and pay our respects to Elders past and present.

WELCOME to One Tree

We're delighted to support you and your child. Our service provides early learning, development, and care for children from six weeks of age.

One Tree Community Services has managed the Defence Childcare Program since January 2019. It has 18 services (15 long day care and three out of school hours care) across Australia.

We are a national not-for-profit organisation with offices in Perth, Melbourne and Darwin.

WHO we are

Melbourne central office

Contact: Coral Callan

Position: Executive Director

Organisation: One Tree Community Services Defence Childcare Unit

Address: 174 Fairbairn Road, Sunshine West, VIC 3020

Telephone: (03) 8311 6200

Email: information@onetree.org.au

Website: dcu.onetree.org.au

Perth central office

Contact: Karri Hillier

Position: Chief Executive Officer

Organisation: One Tree Community Services

Address: First Floor, 277 Great Eastern Highway Belmont , WA 6104

Phone: (08) 6557 4400

Email: customerservice@onetree.org.au

Website: onetree.org.au

Darwin office

Address: Level 1, Office 3, 82 Smith Street, Darwin City NT 0800

Telephone: (08) 6250 4100

OUR code of ethics

We adhere to a code of ethics and use our spirit, purpose, and values to deliver a high standard of work.

These are:

SPIRIT

Working Together

Meeting the Challenge

Determined to Lead

PURPOSE

Transforming challenges into possibilities with people and communities.

VALUES

Honesty

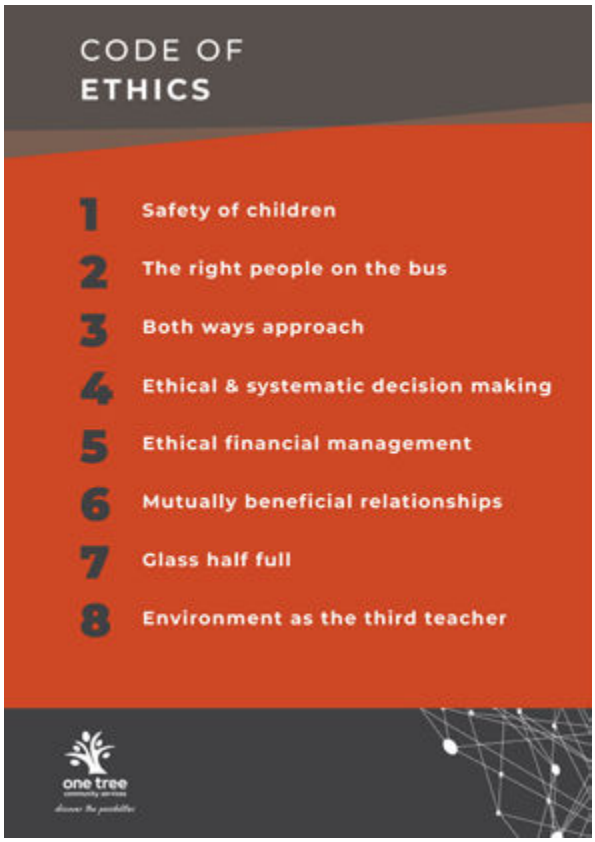
We work together in an open and transparent environment where people are respected.

Equality

We honour diversity and the unique contribution that everyone brings to the organisation.

Professionalism

Our professionalism ensures that we deliver high quality services, so we are acknowledged as a leader in our field.



THE service

You'll find key information in the service foyer, including staff details, opening hours, and contact information.

The service is open for everyone to access however Australian Defence personal have priority over non Australian Defence members. Non Defence members wishing to access a service that is located behind the wire will be required to apply for a Defence Common Access Card or DCAC. If you should require a DCAC pass please contact the service directly and they will assist you in applying for one.

We are approved for Childcare Subsidy and operate under the **National Quality Framework (NQF)**, which ensures consistent, high standards across early childhood services.

We are assessed against the **National Quality Standards (NQS)** to support continuous improvement and help families make informed choices.

Our service is NQS rated:

☐ RATED WORKING TOWARDS NATIONAL QUALITY STANDARD

☐ RATED MEETING NATIONAL QUALITY STANDARD

☐ RATED EXCEEDING NATIONAL QUALITY STANDARD

CHILD safety

We have **zero tolerance for all forms of abuse against children**. We are committed to the safety and wellbeing of all children and young people and are guided by the National Principles for Child Safe Organisations.

APPROACH to learning

We create a warm, welcoming environment where children feel safe, happy, and ready to learn.

Our approach is:

- child-centred;
- play-based; and
- focused on exploration and discovery.

We support children to:

- develop independence;
- build confidence;
- explore their interests; and
- learn through meaningful experiences.

FAMILY participation

We value working in partnership with families. You are welcome to be involved in any way that suits your schedule, such as:

- attending events;
- sharing your skills of culture; and/or
- joining excursions.

We communicate regularly through:

- newsletters;
- notices; and
- Storypark updates.

If you're away for work or deployment, we can help you stay connected through video or phone calls.

RECONCILIATION ACTION PLAN (RAP) information

We respect and value the knowledge and culture of Aboriginal and Torres Strait Islander Peoples.

Our **Reconciliation Action Plan (RAP)** reflects our commitment to:

- learning from First Nations communities;
- embedding cultural perspectives in our programs; and
- supporting meaningful reconciliation.

We aim to introduce children to these perspectives early, helping build understanding and respect.

SERVICE enrolments

Every family is required to complete a waitlist application before commencing care. This can be completed quickly and easily through our website: **https://dcu.onetree.org.au/enrol-now/**. As part of your application, please include all authorised adults aged 16 years and over who may collect or drop off your child.

If a place becomes available, you will receive an offer via email. You will then need to log in to your Xap account to accept the offer and complete the online enrolment form.

As part of the enrolment process, you will also be required to complete an online Direct Debit Request so your childcare fees can be automatically deducted. Payments must be made from a nominated Australian bank account using a BSB and account number. Credit and debit card payments are **not** accepted.

Your payment details will be securely recorded in Xap, and you can access and manage your account through the Xap Smile App.

We will also require a copy of your child's birth certificate and Medicare Immunisation History Statement. In line with legislative requirements, we can only accept recognised immunisation records issued through Medicare.

Our service is operated by One Tree Community Services and follows the **Defence Priority of Access guidelines**. When places are limited, these guidelines are used to determine priority for available childcare positions. If the service is at capacity, families with a lower priority may be asked to adjust their care arrangements to allow a family with a higher priority to access care. We will give you four weeks' written notice if your care arrangements need to change.

PRIORITY ONE	Employer sponsored places or contractual requirements.
PRIORITY TWO	Children at risk of serious harm, abuse or neglect.
PRIORITY THREE	Children of single parents satisfying work, training or study requirements.
PRIORITY FOUR	All other children.

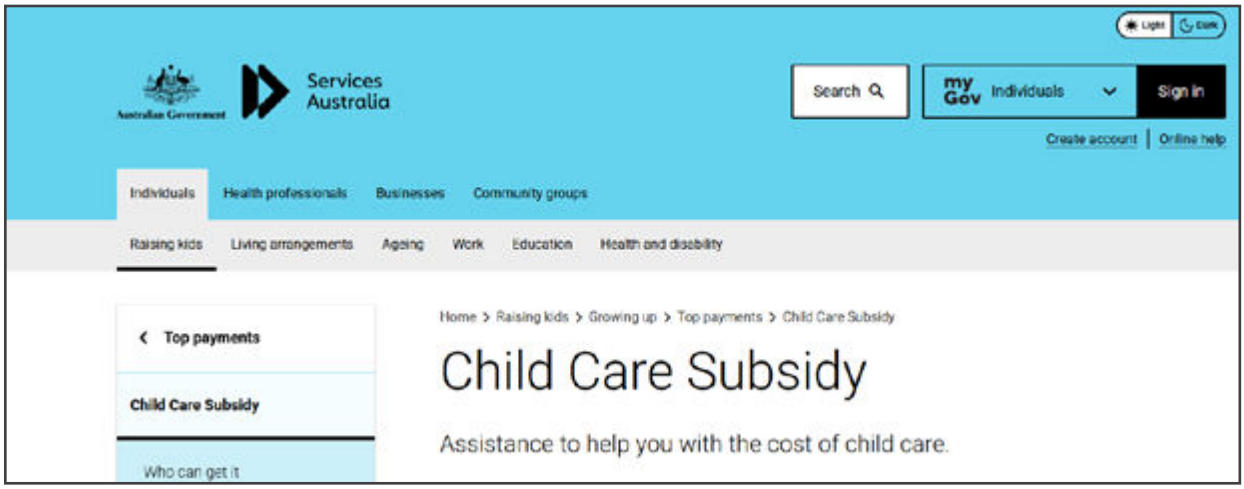
CHILDCARE subsidy

The Childcare Subsidy (CCS) can help reduce fees if you meet eligibility criteria.

To receive CCS, you must:

- use an approved childcare service;
- be responsible for the fees;
- meet residency requirements; and
- keep your child's immunisations up to date.

For more information, visit Services Australia.
https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy



FUNDED integrated kindergarten programs

Victoria

Our service offers a Government-funded kindergarten program, delivered within our long day care setting. This program is designed to support children's learning, development, and school readiness through a play-based, approved curriculum led by qualified Early Childhood Teachers.

Eligibility

Children may be eligible for funded kindergarten if they:

- Are enrolled in an approved kindergarten program delivered by a qualified Early Childhood Teacher.
- Turn **three or four years of age by 30 April** in the year they attend.
- Are not already accessing funded kindergarten at another service.

Note: Children can only access funded kindergarten at **one service at a time**.

Early Start Kindergarten (ESK)

To be eligible for **ESK**, children must be **three years old by 30 April** in the year that they are enrolled to attend the program and:

- are Aboriginal and/or Torres Strait Islander; or
- are from a refugee or asylum seeker background; or
- have had contact with Child Protection.

Families are strongly encouraged to identify during their enrolment process or when attending their service if they meet the above eligibility. Children that are enrolled as ESK have priority of access to kindergarten, including pre-prep.

Program delivery

In a long day care setting:

- The kindergarten program is **integrated into the daily routine**.
- Delivered by a **Bachelor-qualified Early Childhood Teacher**.
- Aligned with the **Victorian Early Years Learning and Development Framework (VEYLDF)**.
- Focuses on social, emotional, physical, and cognitive development, as well as school readiness.

Children participate in a structured kindergarten program while still benefiting from extended hours of care.

Funding and fees

The Victorian Government provides funding to reduce the cost of kindergarten for families.

- For **four-year-old kindergarten**, funding typically supports **up to 15 hours per week** (or 600 hours per year)
- For **three-year-old kindergarten**, funded hours are progressively increasing under the state rollout

How funding is applied:

- Funding is used to offset part of your childcare fees.

FUNDED
integrated kindergarten programs

Victoria

PRIORITY ONE	Employer sponsored places or contractual requirements.
PRIORITY TWO	Children at risk of serious harm, abuse or neglect.
PRIORITY THREE	Children of single parents satisfying work, training or study requirements.
PRIORITY FOUR	All other children.

FUNDED integrated kindergarten programs

Queensland

Our service offers a Queensland Government-approved kindergarten program within our long day care setting. This program supports children's learning, development, and transition to school through a play-based curriculum delivered by a qualified Early Childhood Teacher.

Eligibility

In Queensland, children are eligible for a funded kindergarten program if they:

- Turn **four years of age by 30 June** in the year they attend.
- Are enrolled in an approved kindergarten program.
- Are not already accessing a funded kindergarten program at another service.
- Children can only access one funded kindergarten program at a time.
- Eligible children can attend kindergarten from **January in the year they turn four (by 30 June)**.
- The program runs across the calendar year prior to starting Prep.
- Children typically attend kindergarten for one year before school.

Note: Children can only access funded kindergarten at one service at a time.

Funding and fees

The Queensland Government provides funding through the **Queensland Kindergarten Funding Scheme (QKFS)** to help reduce the cost of kindergarten.

- Funding supports **up to 15 hours per week (or 600 hours per year)** of kindergarten.
- Funding is paid **directly to the service** and is used to reduce your out-of-pocket fees.

Important information

- Funded kindergarten is subject to **Queensland Government guidelines** and funding arrangements, which may change.
- Funding is provided to the service and applied to your fees .
- Attendance patterns may need to align with the kindergarten program to access the full funding benefit.

Enrolment and documentation

To access funded kindergarten, families must:

- Complete a kindergarten enrolment form and declaration.
- Provide proof of the child's date of birth.
- Confirm their child is not enrolled in another funded kindergarten program.

FUNDED integrated kindergarten programs

New South Wales

Our service offers a funded Preschool/Kindergarten program through the New South Wales Government's **Start Strong i**nitiative. This program is delivered within our long day care setting and supports children's learning, development, and transition to school through a play-based curriculum led by a qualified Early Childhood Teacher.

Eligibility

Children may be eligible for Start Strong funding if they:

- Are at least **three years old on or before 31 July** in the year of enrolment.
- Are enrolled in an approved preschool/kindergarten program.
- Are not accessing funded preschool at another service.

Funding is available for both:

- **Three-year-old children** (where applicable under current funding guidelines).
- **Children in the year before school** (at least four years old by 31 July).

Children can only receive Start Strong funding at **one service at a time**.

Program delivery

Within our long day care setting:

- The preschool/kindergarten program is **integrated into the daily routine**.
- Delivered by a **Bachelor-qualified Early Childhood Teacher.**
- Guided by the **Early Years Learning Framework (EYLF).**
- Focused on developing key skills for school readiness, including social competence, communication, independence, and early literacy and numeracy.

Children benefit from both the structured learning program and extended care hours.

Funding and fees

The NSW Government provides funding through the **Start Strong program** to help reduce the cost of early childhood education.

- Funding is provided **directly to the service.**
- It is used to **reduce families' out-of-pocket fees.**

Fee relief

- Eligible families may receive a **fee reduction (fee relief)** applied to their account.
- The amount of fee relief depends on government funding settings and service delivery arrangements.
- Remaining fees relate to the long day care component, including care outside funded program hours, meals, and additional services.

Enrolment and documentation

To access Start Strong funding, families must:

- Complete a declaration confirming eligibility.
- Provide proof of the child's date of birth.
- Nominate this service as their child's **funded preschool provider.**
- Confirm their child is not accessing funding at another service.

FUNDED integrated kindergarten programs

ACT

Our service offers an ACT Government-funded **three-year-old preschool program**, delivered within our long day care setting. This program supports young children's early learning, development, and wellbeing through a play-based curriculum led by a qualified Early Childhood Teacher.

Eligibility

Children may be eligible for the **ACT three-year-old program** if they:

- Turn **three years of age on or before 30 April** in the year of enrolment.
- Are enrolled in an approved preschool program within a participating service.
- Are not accessing another funded preschool program.

Children can only access one funded preschool program at a time.

Program delivery

Within our long day care setting:

- The preschool program is **integrated into the daily routine**.
- Delivered by a **qualified Early Childhood Teacher**.
- Guided by the **Early Years Learning Framework (EYLF)**.
- Focuses on building foundational skills such as communication, social interaction, confidence, and independence.

Funding and fees

The ACT Government provides funding to support access to early learning for three-year-old children.

- Funding contributes toward the cost of delivering the preschool program.
- It is paid **directly to the service** and applied to reduce fees where applicable.

Fee Information

- Families may receive a reduction in fees associated with the preschool program.
- Any remaining fees relate to the long day care component, including care outside program hours, meals, and additional services.

Enrolment and documentation

To access the funded program, families must:

- Complete a preschool enrolment declaration.
- Provide proof of the child's date of birth.
- Confirm that their child is not enrolled in another funded preschool program.

MANAGING your bookings

We use the XAP platform to manage enrolments and bookings.

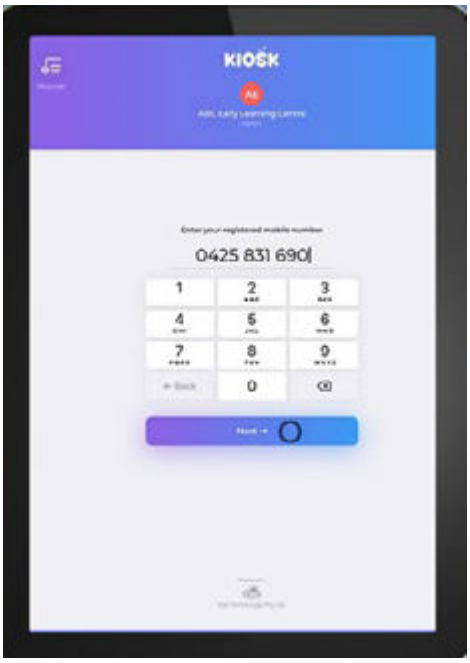
You can:

- Update bookings.
- Book casual days.
- View your account.

Download the XAP Smile APP for easy access.

SIGNING IN and out

We use a digital kiosk system for sighing children in and out. This digital sign in/out system is done at the touch of a button using your phone number and unique PIN code received during enrolment.



Your service director will assist you with setting these details up.

In the event where guardians cannot sign in, for example loss internet connection, the educators will sign each child in and out.

Please:

- Keep your PIN secure.
- Ensure your child is signed in and out each day.

Please do not share your code with anyone.

NON-attendance

Please let us know as soon as possible if your child will not be attending on their booked day.

Families can receive **up to 42 allowable absence days** per child per financial year. These can be used for any reason, including public holidays. When your child returns, you'll need to confirm the absence on the iPad.

If your child attends our **Out of School Hours Care (OSHC/OOSH) program** and uses school pick-up, it's especially important that you let us know if they will be absent. This helps us support all children safely and plan staffing for the day.

CANCELLATION of care

We require **two weeks' written notice** if you wish to cancel care.

Once your place has been cancelled, it will be offered to another family on the waitlist.

PAYMENT of fees

Our fees are **paid weekly by direct debit** for the upcoming week. Families can choose to change their payment frequency to fortnightly or every four weeks by contacting the Accounts and Compliance Team at **fees.dcu@onetree.org.au** after their enrolment has been confirmed.

Payments must be made from a nominated Australian bank account using a BSB and account number. Credit and debit card payments are not accepted.

For ease and convenience, families will receive a weekly email statement providing a clear breakdown of their fees and charges.

Families can book a **regular full-time or part-time place** or choose to use the service on a **casual basis**.

Those who elect to make a permanent booking are still obliged to pay fees for their normal day of care if it should fall on a **public holiday** and when their child is **sick or absent** for any reason. If you want to make a change to your booking, this can be done through the family XAP account.

DIRECT debit

Please make sure your direct debit details are current and correct at all times.

- You are responsible for any fees if a payment is declined.
- Dishonour fees will be charged by your bank and will appear as a separate transaction.

If your Child Care Subsidy (CCS) stops, you will need to pay the full fee amount. This will be done in line with **One Tree's FE-POL-001 Fees and Attendance NQS Policy**.

If you are having difficulty making payments, please contact our friendly enrolments team. Support may be available for families experiencing financial hardship.

Please phone **1800 270 640** or email **enrolments.dcu@onetree.org.au** for assistance.

SETTLING YOUR CHILD into our service

Starting is a big step, for both children and families.

We recommend:

- Attending an orientation session.
- Beginning with shorter days.
- Establishing a consistent routine.

Every child settles differently, and we are here to support you through this process.

GUIDING children's behaviour

We support children to:

- Feel safe and respected.
- Develop positive social skills.
- Learn appropriate behaviour.

Educators:

- Use positive language.
- Model respectful behaviour.
- Guide children to resolve conflicts calmly.

OUR SUPPORTIVE structure

Our educators create a caring and inclusive environment that supports each child's physical, emotional, social, and learning needs.

We offer a mix of **indoor and outdoor experiences**, giving children opportunities to explore their interests, make choices, and build independence. Our goal is to support, challenge, and extend each child's learning in a meaningful way.

All staff hold the required **Working with Children Check** and are carefully selected through a thorough recruitment and reference-check process. Our educators are always happy to talk with you about your child's progress and wellbeing.

We use a variety of ways to keep you informed about your child's learning, including:

- Email updates.
- Displays within the service.
- Storypark.

During orientation, our director will help you set up your **Storypark account** so you can stay connected to your child's day.

We support consistent **daily routines**, as these help children feel safe and secure. Educators build routines into everyday experiences, such as handwashing after activities and practising safe behaviours during play.

We also offer occasional **excursions**, which provide valuable learning experiences. You will receive full details and a permission form before each excursion.

We enjoy celebrating **children's birthdays**. Due to allergy considerations, some services may not allow food from home. Please speak with your service director about available options—many services provide a cake or offer alternative ways to celebrate.

Throughout the year, we celebrate a range of **special events and cultural occasions**, giving children opportunities to learn about and appreciate different backgrounds and traditions.

INDOOR and outdoor environment

We encourage children to play and learn in both indoor and outdoor spaces. Our learning environments are designed to:

- Inspire curiosity and creativity.
- Support social interaction and teamwork.
- Help children develop an understanding and respect for the environment.

Our outdoor areas include natural features such as plants, trees, edible gardens, rocks, mud, and water play. We also provide plenty of shaded areas in line with SunSmart guidelines.

We aim to create a warm, welcoming, and engaging environment where children feel comfortable to explore and learn. Our spaces are regularly updated and adapted to reflect children's interests and ongoing learning.

STORYPARK supporting your child's learning journey

Storypark is a secure and easy-to-use online platform that helps educators and families work together to support your child's learning.

We use Storypark to:

- Record and share your child's learning.
- Celebrate important milestones.
- Keep you connected to their day.

Our educators can share photos, updates, and learning stories with you through the Storypark app, all within a private and secure space.

We encourage families to be involved by viewing and responding to posts, as this helps build a stronger connection between home and the service.

If you'd like to learn more, please visit the Storypark website or speak with a member of our team.

"Storypark bridges the gap between home and care – giving you a window into your child's day."

https://www.storypark.com/au/

OUR 'Child Safety First' COMMITMENT

Child safety is our priority. One Tree is committed to being a child safe organisation, guided by the National Principles for Child Safe Organisations and the Child Safe Standards. We place the safety, wellbeing and rights of children at the centre of everything we do.

Our educators and staff follow our child safe policies and procedures to help keep every child safe. Families are important partners in this commitment and are encouraged to share information, ask questions, and raise any concerns. Together, we support children to feel safe, respected and heard.

We act promptly to address anything that may cause an accident, injury, or risk to children.

Families are encouraged to raise any child safety concerns, no matter how small, with the services Nominated Supervisor or by contacting our Child Safety Lead at **childsafe@onetree.org.au.**

DELIVERING and collecting children

For your child's safety, we do not allow unauthorised visitors into the service.

Please ensure:

- your child is handed over directly to a staff member on arrival; and
- your child is signed in using the iPad.

We will only release your child to a person who is **authorised and listed on your child's enrolment form**.

If someone different will be collecting your child, please let us know in advance in writing.

If you are running late, please call the service to let us know your **expected arrival time**.

It is important that children are collected on time. A **late fee** will apply if your child is picked up after the agreed time. If a child has not been collected within 30 minutes of closing and we cannot contact anyone, we may need to notify local authorities to ensure the child's safety.

Please remember to **sign your child out** when collecting them. If a child is not signed out, staff will contact you to confirm their whereabouts. If we are unable to reach you, authorities may be notified.

If an authorised person arrives and appears to be affected by alcohol or drugs, we will ask them to arrange for another authorised adult to collect the child.

Your sign-in PIN is personal to you. Please **do not share your PIN** with anyone else.

CUSTODIAL/ residency issues

If there are custody or contact orders in place, please include the details in your enrolment form and provide the relevant documentation. If this information is not provided, both parents will be considered authorised to collect their child.

ILLNESS/injury and accidents

We are unable to care for children who are unwell. If your child is sick or unable to attend, please let the service know as soon as possible.

If your child becomes unwell while in our care, we will contact you and ask that they are collected promptly.

In an emergency, we will call an ambulance if urgent medical attention is needed. We will make every effort to contact you or your nominated emergency contact. Please note that any medical or ambulance costs are the responsibility of the family.

While we take every precaution, accidents can sometimes happen. If your child is injured:

- first aid will be provided by a qualified staff member;
- you will be informed when you collect your child (for minor incidents); and
- you will receive a written incident report to review and sign.

For more serious incidents, including head injuries, we will contact you immediately.

Each room is equipped with a fully stocked first aid kit. Our staff are trained to manage medical conditions such as asthma and anaphylaxis, following your child's individual medical plan.

To protect the health of all children and staff, children with infectious illnesses must stay home. This is in line with the **National Health and Medical Research Council (NHMRC) guidelines**.

MEDICATION and immunisation

We take great care when administering medication to children.

Medication will only be given if:

- it has been prescribed by a doctor, and
- a **Medication Authorisation Form** has been completed.

All medication must be handed directly to staff for safe storage. Medication must not be left in children's bags.

We will only administer medication according to the instructions on the pharmacy label or a doctor's written directions.

Medication must clearly show:

- the child's name;
- the name of the medication;
- dosage and timing;
- how it should be given; and
- the dispensing and expiry dates.

If your child has a medical condition (such as asthma, anaphylaxis, allergies, or eczema), you must provide:

- a current **Medical Action Plan** from your doctor;
- a completed **Medical Management and Risk Minimisation Plan**; and
- any required medication, clearly labelled.

These must be provided before your child starts at the service.

Immunisation

All children attending care must have up-to-date immunisation records.

Before your child begins, you will need to provide a current immunisation statement from Medicare.

For more information, you can contact the **Australian Immunisation Register** on **1800 653 809.**

BABY bottles/nappies

All baby bottles are stored in the refrigerator. Please make sure you provide enough milk for your child each day, whether it is formula or breast milk. We provide **disposable nappies** at the service. If you prefer your child to use cloth nappies, you will need to supply these, along with a **lidded container** for storage, as we are not able to wash nappies onsite.

TOILET training

We work in partnership with families to support children through toilet training. We always ensure children's privacy and dignity when nappies are being changed or when they are using the toilet.

Consistency is important during this stage, so we encourage you to share your child's routine with our educators. This helps us follow the same approach at the service as you use at home, supporting your child's learning and confidence.

IDEAL clothing

Children should feel comfortable to play, explore, and have fun without worrying about getting their clothes dirty. We recommend clothing that is **easy to clean** and **SunSmart.**

Please make sure all clothing, including shoes, is **clearly labelled**.

For guidance, see the suggestions below for appropriate clothing by age group.

0-2 YEARS	Wear clothing that makes nappy changing easy.
2-3 YEARS	Wear items that allow them to develop independence at toilet time. For instance, track pants or shorts with elastic waistbands are easier for little fingers to handle than buttons and zips.
3-6 YEARS	Wear items that allow them to be totally independent. At this stage, they like to make decisions about when they want to go to the toilet unaided, therefore, track pants and shorts with elastic waist bands are great. Too many buttons and zips may lead to frustration.

The following items need to be provided for each child by their parent

Age	A bag containing:
0-2 YEARS	• At least one complete change of clothing suitable for current weather conditions. • One named dummy, only if required by your child for sleep time. • One soft toy or item of comfort, such as a teddy or security item. • Extra clothing when child is toilet training. • If your child is walking/toddling, make sure they either come in shoes or have a pair they can change into. • Sun hat which remains at the service. Legionnaire hats with peak and neck flap are preferable.
2-3 YEARS	• Two complete changes of suitable clothing. • Underwear (minimum of three pairs) to allow for inevitable accidents. • Training pants (if required) and extra clothing when your child is toilet training. • Your child's soft toy for rest time, such as a teddy bear or a comforter if required. • A sun hat (legionnaire hats with peak and neck flap are preferable).
3-6 YEARS	• A complete change of clothing . • Underwear (minimum 2 pairs) to allow for the possibility of accidents that can occur when children are engrossed in play. • Your child's soft toy for rest time if required. • A sun hat (Legionnaire hats with peak and neck flap are preferable).
6 - 12 YEARS	• Clothing as appropriate • Sun hat and water bottle. legionnaire hats with peak and neck flap are preferable. • During vacation care please sent your child a packed lunch each day as lunch is not provided.

PERSONAL toys

We understand that children may sometimes want to bring toys from home. These items can help support friendships and social connections, and we don't want to discourage this.

However, some toys may be distracting or cause disruptions. If this happens, we may store the item safely and bring it out at more suitable times during the day.

Please note that we cannot take responsibility for any **loss or damage** to personal toys or belongings brought into the service.

MEALS

We provide **freshly prepared, nutritious meals** each day. Our menu is displayed weekly, and we welcome your feedback or suggestions.

All meals are designed to support a balanced diet and are low in saturated fats, salt, and preservatives.

Please make sure any **food allergies, dietary needs, or strong dislikes** are included in your child's enrolment details. We are an **allergy-aware service**, and we ask families not to bring food from home, as we provide:

- breakfast;
- morning tea;
- lunch; and
- afternoon tea.

Mealtimes are relaxed and social. Children are encouraged to serve themselves and enjoy eating together, with educators supporting them and modelling positive mealtime behaviours.

Vacation Care (OSHC/OOSH):

Lunch is not provided during vacation care. Please send your child with a **healthy packed lunch,** avoiding any foods that contain nuts. We also encourage nutritious options with limited added sugar.

SUN protection

Please apply sunscreen to your child before they arrive at the service.

We follow **SunSmart guidelines** to protect children from the sun, including:

- ensuring children wear a hat that covers the face, neck, and ears when outdoors during SunSmart periods;
- applying SPF 30+ water-resistant sunscreen at least 15 minutes before going outside;
- encouraging children to wear clothing that covers their shoulders; and
- supporting staff to model sun-safe behaviour by wearing hats, using sunscreen, and seeking shade.

SLEEP time

Please discuss your child's current sleep routine with their educator. Children are encouraged to rest each day.

We ensure all cots and bedding meet **Australian Standards**, and sleeping children are regularly checked by our educators.

Infants are placed on their backs to sleep, in line with current health recommendations, to help reduce risks. We also follow **Red Nose safe sleep guidelines (https://rednose.org.au/)**, including:

- placing babies on their **back to sleep**, not on their tummy or side;
- keeping the baby's **head and face uncovered**;
- providing a **safe and calm sleep environment**; and
- ensuring each baby sleeps in their **own safe space and is closely monitored**, especially during the first 6–12 months.

CONFIDENTIALITY

We have a legal responsibility to keep clear and accurate records about educators, families, and children.

All information about your child is kept **confidential and secure.**

Families have the right to access the information recorded about them and their child, and to understand how their privacy is protected.

EMERGENCY and evacuation

We regularly practise emergency procedures to ensure everyone is prepared and safe.

- **Evacuation drills** (such as fire drills) are practised every three months.
- Other **emergency drills** are practised monthly.

We encourage families to familiarise themselves with the service's emergency exits.Floor plans showing exit routes are displayed at the main doors in each room and near all exit points.

Children take part in evacuation drills as part of their learning, helping them understand what to do in an emergency in a calm and supportive way.

STAFFING arrangements

AGE in months	Staff to child ratio ACT	Staff to child ratio NSW	Staff to child ratio NT	Staff to child ratio QLD	Staff to child ratio VIC	Staff to child ratio WA
0-24	1:4	1:4	1:4	1:4	1:4	1:4
24-36	1:5	1:5	1:5	1:5	1:4	1:5
36 & OLDER	1:11	1:10	1:11	1:11	1:11	1:10
OSHC/ OOSH	1:11	1:15	1:15	1:15	1:15	1:10

Children will always be appropriately supervised. Each child will be **within sight and or hearing of an educator.** Staff will join in the children's play and encourage them to try new experiences. Children will be supervised in **small groups** for safety.

FEEDBACK/ formal complaints

We welcome feedback from families and value your input.

Your feedback is shared with our CEO, who carefully considers all comments and suggestions.

Families, staff, and community members all have the right to make a formal complaint. If a complaint is made, it will be reviewed, and a formal investigation will take place.

To help us investigate, please include:

- Details of the concern or incident.
- Any relevant information or evidence.
- Names of any witnesses (if applicable).
- The outcome you are seeking.

The CEO and relevant Regional Manager will review the information and carry out an investigation.

All written feedback and formal complaints can be sent to:
customerservice.dcu@onetree.org.au

CONCLUSION

Thank you for choosing us to care for your child.

We hope you find our service to be a welcoming, safe, and supportive environment where your child can learn, grow, and thrive. We look forward to building strong partnerships with your family and giving every child the best possible start in life.

REGULATORY AUTHORITY
contact details

STATE	REGULATORY AUTHORITY CONTACTS	
ACT Children's Education and Care Assurance, Early Childhood Policy and Regulation, Education Directorate, ACT Government	**Address:** GPO Box 158 CANBERRA ACT 2601	**https://www.act.gov.au/education-and-training** ceca@act.gov.au (02) 6207 1114
NSW Early Childhood Education Directorate, NSW Department of Education	**Address:** Locked Bag 5107 PARRAMATTA NSW 2124	**https://education.nsw.gov.au/early-%20 childhood-education** ececd@det.nsw.edu.au 1800 619 113 (toll free)
NT Quality Education and Care NT, Department of Education	**Address:** GPO Box 4821 DARWIN NT 0801	**https://education.nsw.gov.au/early-%20 childhood-education** qualityecnt.det@nt.gov.au (08) 89993561
QLD Regulation, Assessment and Service Quality, Early Childhood and Community Engagement, Dept of Education and Training	**Address:** Early Childhood Education and Care Department of Education and Training PO Box 15033 CITY EAST QLD 4002	**https://earlychildhood.qld.gov.au/** ecec@qed.qld.gov.au 13 7468
VIC Department of Education and Training	**Address:** GPO Box 4367 MELBOURNE VIC 3001	**https://www.vic.gov.au/regulation-child-care-and-kindergarten** licensed.childrens.services@edumail.vic. 1300 307 415
WA Department of Communities, Education and Care Regulatory Unit	**Address:** Boorloo Campus Level 7, 130 Stirling Street Perth WA 6000 Locked Bag 5000 Fremantle WA 6959	**https://www.wa.gov.au/organisation/department-of-communities/education-and-care-regulatory-unit** ecru@communities.wa.gov.au (08) 6277 3889 1800 199 383