



2026 Parent and Carer Handbook



WELCOME!

Bourke and District Children's Services (BDCS) is a not-for-profit organisation based in Western NSW, dedicated to improving the lives of children and families.

Our services include:

Preschool: Providing early childhood programs for children aged 3-5 years.
(children can attend for 2 days per week, term time only)

Childcare: Providing care and education through play-based learning for children aged 6 weeks-6 years.
(children can attend all year round)

Mobile Playgroup: Supported playgroup sessions suitable for all children and families who reside in the town of Bourke and surrounding villages.

Toy Library: Available to children and families who are interested in borrowing toys and resources to support play-based learning at home.

BDCS ACKNOWLEDGEMENT OF COUNTRY

Each morning Preschool begins with all children participating in an Acknowledgement to Country, spoken in the Ngiyampaa/Ngemba language.

I wish to acknowledge the traditional custodians of this beautiful land where we meet today.

Being respectful of Elders past, present and future.

Continuing to learn and care on Country, With the little hands and feet here today.

Yaama Ngurrampaa

Hello Country

Yaama Mayi-Kalkaa

Hello People

Yaama Pungku Thuni

Hello Many Days



PHILOSOPHY

Our philosophy reflects the core beliefs and values of BDCS and serves as the foundation for all aspects of our operations, decision-making, and daily practices.

BDCS Philosophy

BDCS delivers quality, inclusive and impactful early childhood education ensuring every child is supported to reach their full potential through continuous improvement, integrated reconciliation practices and connected services.



Art by Emma Alice Stenhouse



CONTACTS

ADMINISTRATION

48c Oxley Street
Phone: 02 68 723 140
Email: admin@bdcs.org.au

PRESCHOOL

9a Gorrell Avenue
Phone: 02 68 701 240
Email: preschool@bdcs.org.au

CHILDCARE

9b Gorrell Avenue
Phone: 02 68 701 117
Email: childcare@bdcs.org.au

MOBILE PLAYGROUP AND TOY LIBRARY

48c Oxley Street
Phone: 0448 875 518
Email: mobile@bdcs.org.au

CONNECTED BEGINNINGS

48c Oxley Street
Phone: 0408 151 177
Email: connectedbeginnings@bdcs.org.au

GENERAL MANAGER

48c Oxley Street
Prue Ritchie
Phone: 0418 472 156
Email: gm@bdcs.org.au

PO BOX 12: Bourke NSW, 2840

WEBSITE: www.bdcs.org.au

FACEBOOK: Bourke and District Children's Services





THE NATIONAL QUALITY FRAMEWORK (NQF)

The NQF was the result of an agreement between all Australian governments to work together to provide better educational and developmental outcomes for children. The NQF aims to raise quality and drive continuous improvement and consistency in education and care services through:

- [National Law and National Regulations](#)
- [National Quality Standard](#)
- [Assessment and quality rating process](#)
- [National learning frameworks](#)

Benefits of the NQF for children and families

- Research shows quality education and care early in life leads to better health, education and employment outcomes later in life.
- The early years are critical for establishing self-esteem, resilience, healthy growth and capacity to learn.
- Quality education and care shapes every child's future and lays the foundation for development and learning.

Belonging, Being and Becoming: The Early Years Learning Framework

This is a national curriculum framework which ensures quality and consistency in the delivery of early childhood education programs across all early childhood settings. It covers birth to five years and supports transition to formal schooling.

We focus on the 5 Learning Outcome areas and consider these when programming for children:

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

National Quality Standard (NQS)

All Education and care services are assessed and rated by their state and territory regulatory authority. The National Quality Standard sets a national benchmark for the quality of education and care services. Services are assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations and will then be given an overall rating.

Our NQS rated services are:

Preschool: Meeting ✓

Childcare: Meeting ✓

More information regarding the NQF can be found at www.acecqa.gov.au





EDUCATIONAL PROGRAM

At BDCS, we are dedicated to offering a rich, inclusive educational program, underpinned by the Early Years Learning Framework (EYLF), that celebrates diversity and nurtures each child's development.

We incorporate Aboriginal perspectives to honour the traditional custodians of the land and foster respect for Indigenous culture and heritage. By engaging with local Aboriginal Elders and community members, we provide children with meaningful opportunities to learn about and connect with the stories, values, and practices of Aboriginal culture.

Our play-based curriculum emphasises sensory play, supporting children's unique sensory needs, and includes nurturing and inclusive practices that make every child feel valued. Risky play activities encourage exploration and resilience in safe, supervised environments, fostering confidence and independence.

To ensure each child receives the support they need, we work closely with a multidisciplinary team, including those with specialised skills in supporting children with additional needs.

We also prioritise building connections within our community, helping children and families feel a sense of belonging. By promoting respect, inclusivity, and collaboration, we create a caring and supportive environment that celebrates each child's individuality and builds lifelong connections within our community.

NINGANAH NO MORE

The Ninganah No More (NNM) Aboriginal language program aims to increase the level of Aboriginal languages being taught in early childhood services across NSW. Preschool incorporates the Ninganah No More program, which has five core objectives:

- Embed Aboriginal language and culture into ECEC programs.
- Increase the number of Aboriginal children learning an Aboriginal language.
- Ensure Aboriginal children remain connected to culture and grow their cultural identity through language.
- Develop stronger links between ECEC services and their local Aboriginal communities.
- Create inclusive learning environments and encourage all children to learn an Aboriginal language.

HEGGERTY'S

The Heggerty's program is delivered to all children at Preschool, to develop their phonemic (the ability to identify and manipulate individual sounds (phonemes) in spoken words) and phonological (the ability to recognize and manipulate the spoken parts of words, including syllables, onset-rime, and phonemes) awareness in preparation for learning to read once at school.

ENROLMENT

To attend Childcare or Preschool, all parents/carers must complete an enrolment form, available from either of our services. Your child's place can only be confirmed once the completed enrolment form and all required documents have been submitted. These include:

- Proof of identity (e.g. Birth certificate or passport).
- A current immunisation history statement from the Australian Immunisation Register (AIR).
- Medical management plans (if applicable) completed by a medical practitioner.
- Details of any court orders, parenting orders or parenting plans (if applicable).

If any details in your child's enrolment form change during the year, please notify us as soon as possible so we can keep our records up to date.



ORIENTATION

Every child adjusts to a new environment in their own unique way—some with confidence, others more gradually. Orientation provides a valuable opportunity for families and educators to build strong relationships, laying the foundation for a smooth and supportive transition.

Here are a few ways you can help make the experience positive for your child:

- Talk positively with your child about the service, the educators, and the activities they'll enjoy.
- Visit the service at least once before your child's first day to help them become familiar with the environment and our friendly team.
- Guided tours are available at both services. Preschool offers an annual Orientation Day, and settling-in sessions can be arranged at Childcare.
- We encourage you to stay as long as needed to help your child settle in. Our open-door policy means you're welcome to visit at any time and contact us throughout the day for updates.



IMMUNISATION

All children attending an Early Childhood Education and Care Service must fit into one of the below categories and provide the relevant evidence:

- Are fully immunised for their age as per [NSW Immunisation Schedule](#) ([AIR Immunisation History Statement](#) will evidence this).
- Have a medical reason not to be vaccinated ([AIR Immunisation Medical Exemption Form](#) will evidence this).
- Are on a recognised catch-up schedule ([AIR Immunisation History Form](#) will evidence this).

SIGNING IN AND OUT

For safety and compliance, all children must be signed in upon arrival and signed out at departure. We ask families to do this promptly to avoid forgetting. Children can only be signed out by individuals listed on their enrolment form. If someone else will be collecting your child, please ensure prior arrangements are made with the service by sending a written message via text or email.



POLICIES

All of our policies are available on our website. To ensure the safety of children and compliance with the National Law and Regulations, we expect all staff and families to follow these policies at all times. Policies are reviewed annually, and we welcome feedback from families. Your input is valued and considered during the review process.

EMERGENCY PROCEDURES

Emergency procedures are in place across all services, and staff are trained to respond appropriately in a range of situations. Children and staff regularly practice these procedures through evacuation and lockdown drills, as well as discussions about how to respond in an emergency.

In the event of an evacuation, children will assemble at the designated meeting point and return to the building once attendance has been confirmed. If a real emergency occurs, families will be notified as soon as possible. For this reason, it is essential that we have your most up-to-date mobile phone number and contact details.

UNIVERSAL SCREENING

Universal screening is a vital prevention and early intervention strategy that helps identify potential health or developmental concerns in young children before they become more serious. By detecting issues early, children can access timely support and services that promote better long-term outcomes. This proactive approach ensures every child has the best possible start, supporting their growth, learning, and wellbeing from the earliest stages.

Universal screening is available to all Preschool children and upon request for Childcare children.

It can include:

- Statewide Eyesight Preschooler Screening (StEPS) – NSW Health
- Hearing assessment – Hearing Australia
- Dental check – Bourke Aboriginal Corporation Health Service (BACHS) Dental Service
- Developmental screening conducted by Allied Health professionals, including a Speech Pathologist, Occupational Therapist and Psychologist – Royal Far West (RFW)



WHAT TO WEAR

We ask all families to ensure their children come to the service wearing appropriate clothing and footwear, as outlined below:

- Sun protective clothing (a sun safe hat is provided by the service unless your child would rather wear their own).
- Clothing that is comfortable, does not restrict movement and doesn't cause any safety concerns.
- Clothing that can be easily removed for nappy changing and toileting (e.g. clothes that are easy to pull down rather than clothes with belts or buttons).
- Clothing and footwear to facilitate self-help (e.g. velcro straps on shoes rather than laces if these are easier for the child to do themselves).
- Clothing which can be worn during messy play activities.
- Appropriate clothing for the weather conditions (we encourage warmer/cooler clothing options to be kept available in the child's bag in case of a change in weather conditions).
- Safe, sturdy, enclosed footwear for play experiences.
- For safety reasons, children are not permitted to wear any beads or chains including teething and amber necklaces.



SUN PROTECTION

To ensure children can play outside safely, and where consent has been provided, SPF50+ broad spectrum water-resistant sunscreen will be applied twenty minutes prior to outdoor play and reapplied every two hours. We kindly ask that you apply sunscreen to your child 20 minutes before arriving at the service each morning, to allow them to participate in outdoor play immediately upon arrival. If you do not consent to sunscreen being applied, our services will take reasonable measures to ensure your child's safety.

Each service provides its own sunscreen however, if your child requires a specific sunscreen that differs from the one provided, you are welcome to supply it. The product must be clearly labelled with your child's name, and a Non-Prescription Medication Form must be completed.

All children are provided with their own SunSmart hat to protect their face, neck and ears and are required to wear it outdoors (children may bring their own if they prefer - labelled with their name). All children are required to wear SunSmart clothing that covers as much of their skin (including the shoulders, back and stomach) as possible. Children without SunSmart clothing are provided with spare clothing or are encouraged to play in an area protected from the sun.

FOOD



Our cooks prepare nutritious meals and snacks that meet the requirements for children according to the Australian Dietary Guidelines and Australian Guide to Healthy Eating. Our weekly menu is available to view and is regularly updated to reflect seasonal options and dietary needs. We also provide breakfast each morning, helping every child begin their day feeling energized and ready to thrive.

To support food safety and accommodate allergies and dietary requirements, we ask that families do not bring food or drinks from home. This helps ensure consistency and reduces the risk of allergic reactions.

BREASTFEEDING

All of our services are breastfeeding friendly and we respect and support mothers who wish to continue to breastfeed their child while they are at our services. Parents/carers can choose to breastfeed their child at the service or provide expressed breast milk for educators to feed their child. Expressed breast milk must be brought in a clean, sterile container or bottle, labelled with the date of expression (and date frozen and thawed if applicable) and the child's name.

MEDICAL EMERGENCIES

At least one staff member trained in First Aid is always present at the service or on excursions and is qualified to administer basic first aid when needed. In the event of a serious injury or illness, an ambulance may be called to provide urgent medical attention. If an ambulance is called for your child, you will be notified as soon as possible. Please note that the cost of the ambulance service will be the responsibility of the parent/carer.



INJURIES

We understand that children naturally explore and test their growing abilities, and we take proactive measures to create a safe environment that supports this. However, despite our best efforts, injuries can occasionally occur.

If your child is injured while at the service, parents and carers will be notified, and the incident will be documented on the Incident, Injury, Trauma and Illness record. A parent or carer will be required to sign this record to confirm they have been informed.

ILLNESS

If your child becomes unwell while attending our services, you will be contacted and asked to collect them as soon as possible.

To help keep all children safe and healthy, we ask that unwell children are not brought to the service. Children will not be accepted into care if they:

- Have a contagious illness or infectious disease.
- Are unwell and unable to participate in normal activities.
- Have been vomiting or have had diarrhoea in the last 24 hours.
- Have started a course of antibiotics in the last 24 hours.
- Have a temperature reading 38C or higher or has been given medication for a temperature prior to arriving at the service.

MEDICATION

If necessary, educators may administer medication to your child, provided this has been discussed and approved by the service in advance, and the Administration of Medication form has been completed. All medication must:

- Be handed to an educator on arrival to ensure that it can be safely stored.
- Be in its original container.
- Not be past its expiry or use by date.
- Have a chemist label attached stating the child's name, date of birth and details of administration including time, dosage and method.

ASTHMA & ALLERGIES

If your child has been diagnosed with asthma or allergies (including anaphylaxis), you must inform the service either at enrolment or at the time of diagnosis. A current Asthma or Australasian Society of Clinical Immunology and Allergy (ASCI) Action Plan must be provided to support your child's care.

If the management plan includes medication or equipment (such as an asthma puffer and spacer or an EpiPen) you will be required to supply these for use at the service. All medication must be in date and clearly labelled with a chemist label stating your child's name.

In partnership with the service, you will also be required to complete a Risk Minimisation and Communication Plan. This helps us understand your child's triggers, plan appropriate responses, and maintain clear communication with you. Please notify the service immediately of any changes to your child's condition or management plan.





TOYS

Toys brought from home can cause conflict between children at the service. Children often want to share or show other children or educators their special items from home, however, they may be inadvertently broken or lost. To save the upset and heartache, parents/carers are requested to encourage children to leave their toys at home, unless they are essential to their child's emotional wellbeing and/or sense of belonging (security items – such as a teddy to sleep with). If toys are brought into the service, a designated collection box will be available at the entrance for storage during the day. It is the responsibility of parents and carers to collect any items from the box at pick-up time.

BABYSITTING

We understand that families may approach BDCS staff to provide babysitting services outside of operating hours. While BDCS does not prohibit private babysitting arrangements, we do not actively encourage them due to potential legal implications, child protection legislation, and privacy concerns. To ensure the safety and wellbeing of all parties, BDCS has established clear guidelines for any babysitting involving children enrolled at our service. These arrangements are considered entirely separate from the care and education provided by BDCS during service hours. Staff may engage in private babysitting only if a specific set of requirements is met. For full details, please refer to our Out of Hours Babysitting Policy.

COMMUNICATION

We actively foster secure, respectful, and reciprocal relationships between children, families, and educators. We believe that learning outcomes are best achieved when early childhood professionals work in partnership with families. Recognising that parents/carers are a child's first and most influential teachers, we encourage you to engage with our communication channels to support your child's learning journey, including:

- Xplor App
- Storypark App (Preschool only)
- BDCS Facebook page
- Face to face feedback at drop off and pick-up time
- Telephone calls
- Email
- Newsletters
- Notice board in each service



Please note that while brief conversations are welcome during drop-off and pick-up times, extended discussions may require a scheduled meeting. This ensures we can give your concerns the time and attention they deserve. To arrange a meeting, please contact the relevant service by phone or email.



COMPLAINTS AND FEEDBACK

BDCS values the feedback of children, families, staff, and the wider community. We are committed to being open and responsive to concerns, suggestions, and complaints. You are encouraged to raise any concerns directly with your child's educators and where possible, these will be addressed immediately. If the matter requires further attention, it can be escalated to the Director. Should additional action be necessary, feedback and complaints may be submitted in writing to the General Manager - Prue Ritchie:

Email

gm@bdcs.org.au



Post

PO Box 12
Bourke, NSW 2840



CHILD PROTECTION

BDCS is a child-safe organisation dedicated to protecting the safety and wellbeing of every child in our care. We uphold zero tolerance for abuse or harm, and all concerns are treated with urgency and seriousness. Our philosophy, policies, and practices are guided by the NSW Child Safe Standards and the National Principles for Child Safe Organisations. We foster a safe, respectful, and inclusive environment where children feel valued, secure, and empowered to thrive.

We ensure all staff members, students and volunteers understand the meaning, importance and benefits of providing a child safe environment and critically, understand their obligations and requirements as Mandatory Reporters.





BDCS STATEMENT OF COMMITMENT TO CHILD SAFETY

Our service is committed to providing a safe environment for children and young people. We understand our responsibilities and statutory duty of care to implement the National Child Safe Principles and embed the Child Safe Standards to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our service is committed to implementing and abiding by our 'Providing a Child Safe Environment Policy', incorporating the Child Safe Standards which accentuates our zero tolerance for child abuse and raising awareness about the importance of child safety in our service and the community.

We are dedicated to protecting children from abuse and neglect and promote a child safe environment, maintaining children's wellbeing. We ensure all staff engaged are suitable to work with children and young people through rigorous employment procedures and Working with Children Checks. We adhere to our comprehensive 'Child Protection Policy', standing by our mandatory reporting responsibilities to protect children from physical, sexual, emotional and psychological abuse and neglect. Information is shared with other organisations appropriately and lawfully to protect children.

We work to ensure there is clear awareness between appropriate and inappropriate behaviour concerning adults and children. We require clear boundaries between children and employees, volunteers and the community to maintain children's safety.

We are dedicated to promoting cultural safety for all children and young people, including First Nations children, children from culturally and/or linguistically diverse backgrounds, and to providing a safe and inclusive environment for all children and young people. We believe all children are unique and have the right to be protected. We value diversity and do not tolerate any discriminatory practices.

We are committed to ongoing professional development for employees to maintain their ability to distinguish and respond to situations of abuse and neglect, ensuring employees are responsive to their responsibilities in keeping children safe.

We work in collaboration with the United Nations Convention on the Rights of the Child and have confidence in educating children about their right to be safe. We believe in teaching children what to do if they feel unsafe and encouraging them to express their view and thoughts on matters that directly affect them.

We listen to and empower children to act on any concerns, they or others may raise which is reflective in our policies and procedures in keeping children safe. We value the input of, and communicate regularly with families and carers and review our policies and procedures at least annually to ensure continuous improvement to child safe practices.



PRESCHOOL

9a Gorrell Avenue, Bourke, NSW 2840

Phone: 02 68 701 240

Mobile: 04 593 77428 or 04 775 68698

Email: preschool@bdcs.org.au

8:30am-5:00pm Term time only

(children will be in the Monday/Tuesday or Thursday/Friday group)

Our Preschool offers an Early Childhood program for children aged 3 to 5 years, available two days per week. While you may request placement in a specific group, final group allocations will be determined by us based on a range of factors.

Preschool provides:

- Sunscreen (can provide your own)
- Insect repellent (can provide your own)
- Wipes (can provide your own)
- Sun hat (can provide your own)
- Beds and bedding (can provide your own)
- Morning Tea
- Lunch
- Afternoon tea
- Late afternoon snack



What to bring:

(ensure all items are clearly labelled)

- A backpack to store belongings
- A full water bottle (we can refill with water only throughout the day)
- 2 sets of clothing and socks
- 4 sets of underwear or pull ups
- Comforter for rest time if required

PRESCHOOL BUS

Preschool provides a free bus services for all children residing in the town of Bourke and Alice Edwards Village (North Bourke is not included). All relevant documentation including a permission form must be completed and approved, prior to your child using the bus.

Morning bus pick ups are between 8:30-9:30am and afternoon drop offs are between 3:00pm-4:00pm. We are unable to guarantee individual pick up and drop off times and if parents/carers have specific time constraints, it is recommended that your child is dropped off and collected from Preschool. If plans change and your child doesn't require a morning pick up or afternoon drop off, we request that you call, text or email Preschool, preferably prior to 8:15am or 2:45pm.





CHILDCARE

9b Gorrell Avenue, Bourke, NSW 2840

Phone: 02 68 701 117

Mobile: 04 777 03098 or 04 183 49678

Email: childcare@bdcs.org.au

7:30am-6:00pm Monday-Friday

½ day morning: 7:30am-12:30pm

½ day afternoon: 1:30pm-6pm

Our Childcare provides care and early education for children age 6 weeks-6 years (prior to commencing primary school).

Childcare provides:

- Sunscreen (can provide your own)
- Insect repellent (can provide your own)
- Wipes (can provide your own)
- Sun hat (can provide your own)
- Cots/beds and bedding (can provide your own)
- Morning Tea
- Lunch
- Afternoon tea
- Late afternoon snack

What to bring:

(ensure all items are clearly labelled)

- A backpack to store belongings
- A full water bottle (we can refill with water only throughout the day)
- 2 sets of clothing and socks
- Dummy if required and a container for it to be stored in
- Comforter for rest time if required
- Bottles if required (these must be sterilised and there must be enough for the amount needed that day)
- Formula if required (pre-measured in measured container)
- Breast milk if required (must clearly state child's name, date the milk was expressed or thawed)
- 6 nappies/pull ups if not toilet trained
- 4 sets of underwear if toilet trained





MOBILE PLAYGROUP AND TOY LIBRARY

Mobile: 04 488 75518

Email: mobile@bdcs.org.au

Mobile

BDCS Mobile Playgroup operates throughout the Bourke Shire, offering sessions in town, surrounding villages, and at the homes of families living in very remote areas. The program is open to all families with children aged 0 and up.

What happens at Mobile Playgroup?

It is a wonderful opportunity for families and their children to play, chat with our educators, meet other families with young children, and enjoy a variety of fun activities.

Some of our activities include:

- Creative experiences: Painting, collage and playdough
- Sensory experiences: Water, sand and natural materials
- Dramatic play: Dinosaurs, jungle animals, farm barns and animals, space exploration, treehouses and dress ups
- Language and literacy: Picture books, stories, puppets and puzzles
- Cognitive development: Counting, shapes, colours, number recognition, letter recognition and writing
- Physical activities: Balls, obstacle courses and bikes
- Group time: Singing, dancing and story time

To find out when and where sessions are happening, follow us on Facebook or check the weekly timetable on the BDCS website calendar.

Toy Library

The Toy Library is a BDCS collection of toys and educational resources available to families living within the Bourke Shire. It supports play-based learning and development in the home or family environment. It is free to become a toy library member, visit bourkemobiletoylibrary.setls.com.au to become a member and to view our catalogue of toys and resources.





2026 FEE AND PAYMENT INFORMATION

CHILDCARE

Childcare Bond: \$200 per child (must be paid at the time of enrolment, and a direct debit must also be set up for paying fees)

Childcare 0-3 Years

Full Day: Permanent \$166 or Casual \$171

Half Day: Permanent \$88 or Casual \$93

(Morning: 7:30am-12:30pm or Afternoon: 1:00pm-6:00pm)

Childcare 3-5 Years

Full Day: Permanent \$156 or Casual \$161

Half Day: Permanent \$83 or Casual \$88

(Morning: 7:30am-12:30pm or Afternoon: 1:00pm-6:00pm)

PRESCHOOL

Children aged 3 to 5 years in NSW who turn 3 or 4 on or before 31 July and are enrolled in an approved early childhood education program for at least 600 hours per year are eligible for Start Strong funding. If parents/carers choose to allocate their Start Strong fee relief to our Preschool, BDCS will waive the full cost of Preschool fees for that child. This means the child can attend 2 days per week, completely fee-free, for the entire year. To access this, a Fee Relief Declaration Form must be completed. If fee relief is allocated to another service, the below fees will apply.

3 Year Old:

Eligible for equity loading \$70 or not eligible for equity loading: \$100

4 Year Old and above:

Eligible for equity loading \$30 or not eligible for equity loading: \$60

ABSENCES

BDCS provides a fee discount for absences with at least two weeks' written notice.

LATE COLLECTION FEES

Late Fee: \$50 every 15 minutes

Please ensure you arrive in time to discuss your child's day prior to the service closing. If a child has not been collected from the service prior to the closing time, the late collection fee will apply (Preschool after 5pm and Childcare after 6pm).

MOBILE PLAYGROUP AND TOY LIBRARY

It is free to attend Mobile Playgroup and to borrow resources from the Toy Library.

OVERDUE FEES

Parents and carers with overdue fees should contact the Director to arrange a payment plan. If no plan is made or payments aren't maintained, the account may be sent to debt collection and enrolment suspended until fees are cleared.



CHILDCARE CARE SUBSIDY (CCS) FOR CHILDREN AT CHILDCARE

What is CCS?

Depending on your personal circumstances, you might be eligible for CCS. If eligible, Centrelink will pay a percentage of your child's fees directly to the service. It is your responsibility to complete the online Childcare Subsidy Assessment via the MyGov app prior to starting at the service. Your eligibility and level of CCS will then be determined.

Families not entitled to CCS or who fail to contact Centrelink to assess their eligibility for CCS will be required to pay the full Childcare fee.

It is your responsibility to maintain accurate records with Centrelink and raise any discrepancies with them as BDCS is unable to do this on your behalf.

What can affect CCS?

The subsidy that you receive, and any applicable cap will depend upon your own personal circumstances and is subject to your:

- Combined family income.
- Hours of recognised activity.
- Childcare details.

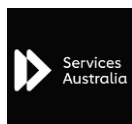
Even if you are currently receiving the Child Care Subsidy Benefit or Child Care Rebate, you will need to update your details through your Centrelink account on MyGov.

Some things that can affect the amount of subsidy you receive include:

- Centrelink debts.
- Tax returns (even if not yet submitted for the previous year).
- Your activity test (Centrelink).
- If your or your partners activity level change.
- If your or your partners income change.
- Your relationship status changes.
- There are any other changes to your or your partners circumstances.

Where do I go for help?

We recommend you go into the local Centrelink office for assistance to apply for CCS, if you are having trouble applying through the MyGov app. Alternatively, visit the Services Australia website for further information on CCS or call Centrelink on the Families line (136 150) between 8am-8pm Monday – Friday.



Apply for CCS in MyGov

You need to make a claim for CCS via your MyGov account which is linked to Centrelink. Do this as soon as you know you might be sending your child into care so that it is all set up and ready to go for your child's first day. (It can take up to 6 weeks to set up and if its not set up before starting at Childcare, you may have to pay the full fee).



How to apply in MyGov:



1. Sign in to MyGov and go to Centrelink.
2. Select 'Payment and Claims' from the menu, then 'Claims,' then 'Make a Claim'.
3. Under 'Families', select 'Get Started'.
4. Answer all questions. Each screen has information to help you complete the claim, this includes how to submit your supporting documents.
5. Submit your claim.
6. You can track the progress of your claim online, every step of the way.

How do I claim CCS at BDCS Childcare?

The enrolment process we follow is a requirement under Family Assistance Law for all children who attend Childcare (or have an arrangement for care) regardless of eligibility for CCS. You must therefore complete the BDCS enrolment process and pay the \$200 per child bond.

Complying Written Agreement (CWA)

We will then enter into an agreement for the care of your child, this is called a Complying Written Agreement (CWA) which you will be required to sign via the Xplor Home App. Once this is completed we will submit your child's enrolment notice.

Confirm your enrolment

Finally, you will need to go into your MyGov app to confirm that the details of your child's enrolment are correct - Your child is now ready to start at Childcare!

Absences

CCS may still apply during absences if they meet eligibility criteria. Families are allowed up to 42 absence days per financial year without documentation. Additional days may be covered with evidence, such as for illness. Please notify the service of absences promptly to support accurate subsidy claims.

To remain eligible for CCS, children must attend on both their first and last day of enrolment. Absences on these days may affect CCS payments.