Long Day Care • Preschool • Occasional Care • 24 Hour & Weekend Care

Proudly owner operated and independent since 2004
Congratulations! You have made the right decision in selecting World Tower Child Care as the provider of early childhood education and care to your child.

As the owner operator of World Tower Child Care, I am confident that myself and my team can work with your family to establish a partnership based on meeting the individual goals of your child. The educators at our service are committed to establishing an extension of your child’s home environment, by working together with your family to cater to your child’s developmental needs, whilst ensuring that they feel a sense of security and belonging to our community in the absence of their parents.

The mission of our service is to provide a high quality educational program that is inclusive and recognises diversity in a caring and supporting environment. We believe that education is a continually evolving process that enriches and empowers the individual. Each child is encouraged to aim for personal excellence and to develop skills of independent learning and critical thinking in a co-operative environment.

Our practices and service delivery are based on the National Quality Framework, monitored by the Regulatory Authorities and responsible to ACECQA.

I look forward to welcoming your family on board and introducing you to our loving community here at World Tower Child Care.

Natalie Debes
Owner/Director/Nominated Supervisor
Bachelor of Teaching (Early Childhood Education)
Overview of our Services

- High quality early childhood education and care for ages 6 weeks to 6 years
- **Extended hours** 7am to 7pm
- 24 Hour and weekend care available
- **Return to work, casual and student care services available** with flexibility to meet change in circumstances, flexible holiday periods without charge for permanent families
- **Flexible holiday periods without charge** for permanent families
- **Approved for Child Care Subsidy**
- **Pre School Preparation program**
- **Extracurricular activities including** dance, soccer and yoga classes
- **Long standing and qualified educators** friendly, professional and approachable
- **Modern purpose-built facilities** with large outdoor playgrounds
- **Children under 2 years in separate rooms** (0-18 months and 18-24 months) allowing for a safer environment for the younger babies whilst their older peers have more space to be mobile
- **Inclusions** such as 5 professionally prepared meals, nappies and wipes, linen, sunscreen, incursions and excursions
- **Additional services** such as a Speech Therapist available and Inclusion Support for children with additional needs
- **Convenient central location** close to public transport with parking available for pick up and drop off times
So much more than just teachers, our educators are great listeners, nurturers & smile makers!
Celebrating the growing multicultural community in which we belong to in the Sydney CBD, our team of educators reflect this as they come from various nationalities and cultures, many of whom are bilingual in a range of different languages. Our educators have a commitment to the children, the service and their individual career aspirations. We pride ourselves on the longevity of our team, many of which have been a part of our centre family since the service was first established in 2004. Continuity of care and maintaining a solid team of educators is of high importance to the day to day running of the service, as we believe that this is critical in building positive working relationships with fellow educators, children and families.
World Tower Child Care recognises the importance of professional development for our educators and therefore provides regular workshops and training in a range of different topics specific to early childhood education and care.
To ensure the highest standard of quality care and education for your child, our team of educators come from a range of diverse nationalities and cultures, as well as qualifications.
Our Centre

Our Spacious Learning Environments

Our service is designed with the children’s ages, skills and development in mind. Each of our four indoor learning environments support the children in their learning and play. Alongside our educational program, our consistent routine places an importance on each child’s health, rest and nutritional needs. The spacious outdoor environments are well-equipped for free play, as well as structured activities, providing ample opportunities for the children to explore their learning.
Our Centre

**Our Rooms**

**Koala**

Nursery

6wks–18mths

Caters for individualised routines as this ensures consistency for young babies of their age. Families will advise our educators of their child’s home routine and this will be followed as closely as possible.

A designated sleep room adjacent to the play room will ensure babies can be closely monitored during their sleep periods. The outdoor play area allocated specifically for the babies is located in the main playground, adjacent to the playground for older children.

This ensures the children are provided with the opportunity to take part in daily gross motor experiences in the natural environment.

**Joey**

Pre-Toddlers

18mths–2yrs

Ensures that early independence can be taught and encouraged for each child while focussing on promoting the development of self-help skills.

A separate outdoor area also ensures children of this age can freely explore their learning environment with peers of their age.
Wombat Toddlers 2yrs–3yrs

Children are encouraged to explore their learning environment independently along with their peers. Further development of children’s social, emotional and cognitive skills is encouraged and monitored.

Structured group times are arranged at intervals through the day where music and movement take place as well as reading stories and singing songs. Toilet training is introduced at a time where educators and families are confident that their child is ready.

Crocodile Pre School 3yrs–6yrs

Structured activities are programmed for two smaller groups at set times of the day. The 3-4 year old children take part in age appropriate educator guided experiences daily. Meanwhile a Pre School program for the 4-6 year old children is implemented daily which will ensure children are equipped with the necessary skills for primary school in the following years.

Languages are introduced to our preschool children through the implementation of a digital program called Early Learning Languages Australia (ELLA). This program is an Australian Government Initiative aimed at introducing the children to words, sentences and songs in other languages.
Our Education

The Early Years Learning Framework (EYLF) is a guide for early childhood educators in planning and implementing high quality early childhood programs.

Developed in collaboration with the Australian State and Territory governments, the framework was introduced in early 2012 and has become the mandatory curriculum for early childhood services around the country.

The EYLF is structured with a strong focus on play based learning aimed at developing children’s cognitive, social, emotional and physical wellbeing. Children’s learning and development can be guided by the Framework’s Learning Outcomes, which act as goals for children to achieve along their journey.

Each child at our service is respected as individual learners, having their own skills and abilities which make them unique. Our program is designed to support and encourage learning by providing both group and individual experiences, whilst ensuring that children are supported to reach their developmental milestones in their own time and way.
EYLF Learning Outcomes

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

The main elements of the Framework are centred on children developing their sense of Belonging, Being and Becoming:

Belonging
Supporting children’s belonging and connection to their family, cultural and social groups whilst creating and maintaining meaningful relationships with others.

Being
Children getting to know themselves as individual and active members in their groups. They are respected as unique individuals, whilst helping them understand and experience the present tense.

Becoming
Supporting children’s understanding of change through experiences which help them comprehend different challenges and situations, particularly in their early years.

Our service implements every aspect of the Framework across all age groups. Family participation is welcomed and encouraged at all times of the year.
A Day in Our Centre

What To Bring Each Day

All children’s belongings must be clearly labelled with their name. A small bag can be brought in each day with:
- Change of clothes
- Jacket for outdoor play times
- Wide brimmed sun hat for outdoor play
- Bottle (if required)
- Formula (if required)
- Dummy (if required)
- Approved sleeping comforter (if required)

Each child will be provided a locker where their bags can be placed on arrival. Please ensure all bags and belongings are taken home at the end of each day to ensure dirty/soiled clothes can be washed and replaced. Please ensure no dangerous items such as food or medications are left in children’s bags at any time.

Daily Communication With Families

World Tower Child Care App

Detailed information on your child’s daily progress is readily available for all families through our World Tower Child Care app. This avenue of communication with our families is based on a curriculum point of view and is a convenient way for parents to monitor their child’s progress in real-time.

Educators will document learning stories on individual and group experiences of the children each day. These will highlight the planned experiences of that day which are based on your child’s weekend sheets, building relationships forms and comments from the weekend book located in the sign in area. There will also be snapshots of other spontaneous experiences that occur throughout the day for families to see.

General information such as the children’s nappy changes, meals and bottles consumed for the day, as well as sleeping times are recorded at intervals throughout the day for each age group. Such personal information of each child will only be available for their family.

The daily curriculum is also documented through our app and available for viewing each day. Learning experiences and photos will all be posted regularly to ensure that families can see how the curriculum has been implemented.

Families will be given access to our app upon enrolment.
Nutrition

Our kitchen is located onsite, where our cook prepares five fresh and nutritious meals each day which are served to the children at set times. Special dietary requirements including cultural considerations and allergies will be catered for upon request. Please feel free to notify us should your child have special dietary needs.

**Meal times each day are as follows:**

<table>
<thead>
<tr>
<th>Breakfast</th>
<th>Morning Tea</th>
<th>Lunch</th>
<th>Afternoon Tea</th>
<th>Late Snack</th>
</tr>
</thead>
<tbody>
<tr>
<td>7–8am</td>
<td>9–9.30am</td>
<td>11am</td>
<td>2pm</td>
<td>5pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>11.30am</td>
<td>Koalas</td>
<td>Koalas</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12pm</td>
<td>Joeys</td>
<td>Joeys</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Wombats</td>
<td>Wombats</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Crocodiles</td>
<td>Crocodiles</td>
</tr>
<tr>
<td>A variety of cereals served with fresh milk.</td>
<td>Toast platter served with freshly cut seasonal fruit.</td>
<td>A hot meal is prepared daily and consists of a variety of beef, chicken, tuna, ham and vegetarian meals.</td>
<td>Examples include cheese, crackers, dried fruit and yogurt, served with freshly cut seasonal fruit.</td>
<td>Variety of sandwiches.</td>
</tr>
</tbody>
</table>

**Milk**

Cow’s milk is served at Morning and Afternoon Tea. Soy milk, lactose free milk or rice milk can be served to children upon request of the family. Fresh water is provided to the children throughout the day and is readily available in all play areas.

**Nut Free Service**

To protect the children in our care who have severe food allergies, World Tower Child Care is a NUT FREE SERVICE. Families must ensure that no food or drinks are brought into the service at any time.

A weekly menu can be found in the foyer area or on our app each day.
Our Fees and Enrolment

Rates and Packages

<table>
<thead>
<tr>
<th>Long Day Care</th>
<th>Casual Care</th>
<th>Return to Work Package</th>
<th>Weekend and 24 Hour Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday 7am to 7pm</td>
<td>Monday to Friday 7am to 7pm</td>
<td>Monday to Friday 7am to 7pm</td>
<td>Monday to Friday 7pm to 7am Saturday and Sunday 24 Hours</td>
</tr>
<tr>
<td>0-3 years - $160</td>
<td>Half Day (up to 6 hours) $140</td>
<td>Offering the option of half day care for the first 4 weeks, to provide a flexible and supportive transition for your child into our care</td>
<td>Half Day (up to 6 hours) $180</td>
</tr>
<tr>
<td>3-6 years - $150</td>
<td>Full day (up to 12 hours) $180</td>
<td>Half Day (up to 6 hours) $120 Followed by long day care rate</td>
<td>Full Day (up to 12 hours) $250</td>
</tr>
</tbody>
</table>

• Leave of absence and unpaid holiday leave also available.
• Student packages available for families undertaking part time or full time study, providing a supportive and flexible arrangement to suit your needs.
  Contact our office for more details.

Inclusions
• 5 Meals: Breakfast, Morning Tea, Lunch, Afternoon Tea and Late Snack
• Nappies and Wipes
• Linen – bed sheets, bibs and face washers
• Sunscreen
• Activities/Incursions/Excursions

Securing a Position - Holding Deposit
A Holding Deposit of $500 is payable to confirm and secure your child’s enrolment at the service. This will ensure the days you have secured will be booked in for your child each week.

The Holding Deposit will become refundable at cancellation of your child’s enrolment, with the 4 weeks prior notice provided. Families have the option of paying their deposit in advance to ensure their child’s position can be secured ahead of time. Should you no longer require care prior to commencement once the Holding Deposit has been paid, it will be forfeited.

Fee Payment
The service’s method of payment for regular fees is through idebitPro direct debit. Families have the option of choosing a weekly or fortnightly payment frequency through their bank account. Emergency payments are accepted in the office through Eftpos or cash.

As part of service policy, fees are to be maintained 2 weeks in advance. Failure to pay fees in advance or to keep your account up to date may result in cancellation of your child’s enrolment.
Parking
A 15 minute drop off and pickup area is provided in the World Tower Loading Dock, allocated specifically for families who drive to our service each day. The entry to the Loading Dock is on the corner of George and Goulburn Streets. Please ensure you follow the directions to the Loading Dock and not into the paid parking area.

Orientation
Upon confirmation of enrolment, families may wish to arrange an Orientation session for their child prior to commencing care. This is a great opportunity for both children and parents to meet their child’s educators and discuss with them important information regarding their routine, prior to their first day. Available dates and times will be arranged directly with families in consultation with service management.

Child Care Subsidy (CCS)
To aid in the payment of child care fees, the Department of Human Services has provided access to the Child Care Subsidy (CCS) to eligible families. The CCS is a payment made directly to the service on behalf of the family, allowing for the service to reduce the fees payable accordingly. The percentage of CCS for each family will vary, as this depends on their individual circumstances. To apply for the CCS, families must have an online mygov account linked with Centrelink. This will also be used to keep information about their circumstances current and up to date when required.

Change of Days/Cancelling Enrolment
The service requires 4 weeks written notice of cancellation to your child’s enrolment, once your child has commenced care. Should you wish to decrease the number of days your child attends care, the service requires 2 weeks prior notice. Additional days may be offered immediately if requested, subject to availability.

Enrolment
Enrolment will take place once a position has been offered by the service management and a commencement date has been agreed upon. Payment of the holding deposit will secure your child’s position from date of payment until your child’s expected commencement date.

A holding deposit can be paid through eftpos in our office or directly into our account:

BSB: 032 007
Account Number: 289 296
Account Name: World Tower Child Care

Financial Institution: Westpac
Reference: Your child’s name/surname

Documentation Required
Documentation required for enrolment will include:

- Completed Enrolment Form
- Completed Direct Debit Form
- Child’s Birth Certificate
- Parent and Child CRN
- Immunisation History Statement

Once documentation has been received, families will receive a confirmation email of their child’s enrolment at our service, including an invitation for your child to attend a Settling Visit prior to commencement.
Why should I choose World Tower Child Care?

Our purpose built early childhood education and care service is privately owned, with long standing educators and a high quality learning curriculum, including a pre school program. Each learning environment is tailored for the ages and needs of the children with customised routines for each age group. Our stand out features include our famous outdoor playgrounds where children have endless space to run, climb and develop their motor skills. The educators at our service hold a commitment to ensuring the best possible education and care will be provided to your child.

What are the benefits of enrolling my child in an early childhood facility?

Early education is important for children to assist them in developing the necessary skills which they will take with them into their future years. As children learn together as a group and individually, they are strengthening their social awareness as well as their language, cognitive and self-help skills. All of these are important attributes which will assist your child to be prepared for further schooling in the years ahead.

Can I visit your service before enrolling my child?

Families are welcome to visit our service for a private guided tour of our learning environments. This will enable you to gain a thorough understanding of what we have to offer your child and family. Please contact our office to arrange a time that is convenient for you.

What is the child to educator ratio in the children’s rooms?

As per the Education and Care Services National Regulations, the child to educator ratio for each age group is:

- 0-2 years: 1 educator to 4 children
- 2-3 years: 1 educator to 5 children
- 3-6 years: 1 educator to 10 children

What are the qualifications of your educators?

The educators at our service hold a range of qualifications, as below:

- Early Childhood Teachers
  Masters of Education
- Early Childhood Teachers
  Bachelor of Teaching (Early Childhood)
- Diploma of Early Childhood Education & Care
- Certificate III in Early Childhood Education & Care
- Trainees
  Completing their course in either of the above

Do your educators go through a Working With Children Check?

All educators including students and volunteers will undergo a NSW Working With Children Check prior to commencement of any paid or unpaid work at our service.

Do you have an orientation process?

Yes, we offer an Orientation Visit for families at the beginning of enrolment. You and your child will be invited to join us for a visit prior to care commencing, to ensure you can both familiarise yourselves with our educators and the learning environment before your child’s first day of care. The Orientation process aims to assist in a smooth transition for your child and family into our service.

What is the educational program and what activities are provided?

The children’s learning curriculum is based on the Early Years Learning Framework (EYLF). This is structured on a strong focus on play based learning aimed at developing children’s cognitive, social, emotional and physical wellbeing. Examples of learning areas include language: reading (books, puppets, written media), literacy (writing skill); STEM (science, technology, engineering and mathematics), dramatic play (role play), and creative (painting, drawing, collage) as well as planned free play activities where children have the choice of which experience to take part in.

Do you offer a Pre School program?

In addition to our daily planned experiences, pre school aged children will take part in our school readiness program, specifically designed for children who will be going to school in the following year. This program is aimed at ensuring that these children are equipped with the skills required for entry into primary education.

How will my child transition from one group to the next?

When your child is ready to transition from one age group to the next, our educators will speak with you to discuss this process. Transition is based on both your child’s age, as well as their developmental abilities. Short visits will begin the transition process before your child officially moves to the next group. Children are not transitioned without the consent from parents.
11. Are the educators trained in first aid, asthma and anaphylaxis?
Our educators are all trained in first aid, asthma and anaphylaxis, with the exception of our trainees who will complete this training as part of their course. There is always at least one educator on the premises who holds a first aid certificate.

12. What are the cleaning procedures at the centre?
Educators are responsible for the general cleaning each day. We have cleaners who come into the centre after hours to wash and vacuum floors, mats and bathrooms.

13. What is your emergency evacuation procedure?
As part of our purpose built facility, we have a Fire Haven situated in a central location at our centre. This room is fire safe for up to 2 hours in the event of a fire and has direct access to the emergency fire stairs leading to Liverpool Street — (ground level). World Tower Building Management will direct us depending on the situation and in the event of a full evacuation, the emergency assembly point is situated at Hyde Park. Parents will be notified in this event via app.

14. Where do the children sleep?
The children sleep in the same room where their learning activities take place. At this time, beds are set up with sheets specifically allocated to your child. Linen is provided in your daily fee and is washed on our premises at the end of each week, or before if necessary.

15. Does your service provide formula?
Due to the wide range of formula available on the market, we ask families to provide their own formula for their child. You are welcome to leave a full tin with your child’s educators and they will prepare bottles when necessary, informing you once it needs to be replenished.

16. What happens if my child is sick?
Should your child become sick whilst in our care, we will call to inform you to come and collect them. A doctor’s clearance will be required to accompany your child upon their return to our care. Emergency contacts will be phoned when parents are not contactable. Should your child become unwell at home, we ask that you keep your child at home to prevent the spread of infection to other children, family members and educators.

17. Is there a minimum number of days that I have to enrol in?
No, we do not have a minimum day policy, therefore you may enrol your child for as little as one day each week.

18. Am I able to change my child’s permanent attendance days if my circumstances change?
Yes, we can be flexible on your child’s bookings. Should you wish to decrease your child’s attendance, we require 2 weeks of prior notice.

19. Are fees still payable if my child is absent?
Fees are still applicable for absent days where your child would normally attend care. This includes sick days and absences due to holidays.

20. What happens if my scheduled day falls on a public holiday?
Should your child’s regular attendance day fall on a public holiday where our service is closed, fees are still applicable. Government assistance such as Child Care Subsidy may still apply on public holidays, meaning the service can still charge the reduced fee for eligible families.

21. What is Child Care Subsidy and can I claim it at your service?
The Child Care Subsidy (CCS) is a government allowance for eligible families which aids in the payment of child care fees. The CCS replaces the Child Care Benefit (CCB) and Child Care Rebate (CCR) from July 2018. Once the family has applied for the CCS, this is paid directly to the service which reduces the gap fee payable by the family. Our service is approved for CCS and applications must be made directly to the Department of Human Services or through your mygov account.

22. What support is available for children with additional needs?
Our team of educators are experienced in supporting children with additional needs. The Inclusion Support Programme (ISP) is available for eligible families which would allow for our service to employ an additional educator for your child’s learning environment, to assist them in inclusion into our program. Private Speech Therapy sessions are also available. Please speak with our management team should you feel your child requires some additional support.
Join our family today!

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