



Little Beginnings  
education

Parent

Handbook

Your Guide to a Positive Journey



# Welcome to



## Little Beginnings Education

Little Beginnings Education is a family-owned childcare and early learning centre in Forrestfield, providing nurturing care and engaging play-based learning for children from 6 weeks to school age.

Our caring educators create a warm, welcoming environment where every child is known, supported and encouraged to thrive. Through hands-on learning, outdoor play and exciting experiences, we help children build confidence, independence and school readiness.

If you are looking for childcare in Forrestfield, and a trusted local family-owned early learning centre near you, we invite you to join our family and discover why local families choose Little Beginnings Education.





Our goal is simple —  
to help every child grow into a confident learner  
ready for school and life.

### Encouraging your child to explore and learn through play

Children love to play, and we love to nurture their imagination. We create a diverse range of opportunities to encourage play because when your child engages in play they are actively experimenting with the social and emotional roles of life.

Your child will grow in our care to have the self-confidence, strength and developmental skills for success throughout life.

### School Readiness is a key aspect of Early Learning

At Little Beginnings Education, school readiness is not just about preparing children for their first day of school—it is about fostering the confidence, resilience, independence, and love of learning that will support them throughout their educational journey and beyond. We focus on developing a wide range of skills, including early literacy and numeracy, social and emotional wellbeing, self-help and independence skills, emotional regulation, concentration, resilience, and the ability to work collaboratively with others. Children are supported to follow routines, take responsibility for their belongings, make decisions, and build positive relationships with peers and educators.

# Service Information

Our Service caters for children aged 6 weeks to 12 years.

We are open from 6.30am to 6.30pm Monday to Friday,  
and closed on public holidays.

We have 4 classrooms:

0-2-year-old room - Babies Room

2-3-year-old room - Toddler Room

3-5-year-old room - Kindy Room

6-12-year old room - OSHC Room

## Contact Information

Phone: 08 9359 2559

Email:

[director@littlebeginningsedu.com.au](mailto:director@littlebeginningsedu.com.au)

Email:

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[accounts@littlebeginningsedu.com.au](mailto:accounts@littlebeginningsedu.com.au)

**Leanne**  
Owner



**Vivian**  
Director



**Hema**  
Assistant  
Director



**Elena**  
Early Childhood  
Teacher





# Enrolment



Once you have completed a tour and chosen Little Beginnings Education to be part of your child's early learning journey, we will email you a link to complete our online enrolment form through the Xplor Home platform.



As part of the enrolment process, you will be required to provide:

- A copy of your child's Birth Certificate
- A current Immunisation History Statement from Medicare
- Any relevant medical information, management plans, or supporting documentation relating to your child's health and wellbeing

It is essential that all information provided on your child's enrolment form remains accurate and up to date. Current contact details ensure we can communicate important information and contact you promptly in the event of an emergency.

Families can update personal information, including contact details, payment information, authorised nominees, and emergency contacts, at any time through the Xplor Home App. If there are any significant changes to your child's circumstances, health, or custody arrangements, please notify the service as soon as possible.



# Child Care Subsidy

 Your Step-by-Step Guide to the Child Care Subsidy (CCS)  
Getting your Child Care Subsidy (CCS) sorted takes a few steps. Follow this simple checklist to get your childcare discounts sorted before your child starts care!

## Step 1: Get Connected

- Log into myGov: Go to [my.gov.au](https://my.gov.au)
- Link Centrelink: Make sure your Centrelink account is linked to your myGov.
- Find your CRNs: You will need a Customer Reference Number (CRN) for yourself and a separate CRN for your child. (If you don't have these, you can apply for them on myGov by proving your identity).

## Step 2: Gather Your Paperwork

Before you start the online form, grab these details to make it fast:

- Income: An estimate of your total family income for this financial year.
- Activity Hours: How many hours a fortnight you spend working, studying, volunteering, or looking for work.
- Child's Info: Your child's birth certificate and immunisation history statement.

## Step 3: Apply Online

- Log in: Go to your myGov account and click on Centrelink.
- Find the claim form: Click Menu, then Payments and Claims, then Claims, and choose Make a claim.
- Start the form: Select Families, and then click Apply for Family Assistance.
- Answer the questions: Fill out the forms, upload your paperwork

## Step 4:

Confirm your enrolment with Little Beginnings Education

- Check your app: We will log the enrolment. You will then get a notification in your myGov or Express Plus Centrelink app.
- Approve it: Log in and confirm the enrolment details are correct.

## Tips for Success

- Apply early: Do this a few weeks before your child starts care. Centrelink can only backdate payments for up to 28 days.

# Xplor Home - Our Family App

For easy connection between families and Little Beginnings Education, we use our all-in-one family app called Xplor Home. Xplor Home is the best and easiest way to keep track of your child's day. From the moment you complete your enrolment form, you can utilise Xplor Home to book childcare days, manage your account, receive the very first photographs that capture your child's learning and so much more.

## Communications

- View your child's learning, featuring all photos and videos captured throughout the day.
- Learn about your child's progress, their passions, and discover more about upcoming centre events or information.
- Family time and milestones can also be shared with your child's educator with a click of a button.

At Little Beginnings Education, we prioritise forming strong partnerships with our families. Our families love hearing about their child's progress and daily experiences throughout the year. We know you will too. That's why we use Xplor HOME app. This ensures you stay informed about key touchpoints and progress summaries throughout your child's early learning journey.

## Daily Updates

You'll receive daily updates on the learning and activities in your child's room, including highlight photos from the day. These updates are provided through the Xplor app, available for both iPhone and Android.

## Observations

Each month, educators will document and share observations of your child's learning, development, and achievements via the Xplor Home App.



# Helping Your Child Settle In

We believe every child deserves a positive start to their early learning journey. Prior to commencement, we encourage families to attend play visits so children can explore their new environment, meet their educators, and begin building relationships at their own pace. These visits help create a sense of belonging and support a smooth transition into care.

## **Personalised Support**

Our Educators are here to help your child adjust to their new setting. We'll work with you to understand your child's unique needs, preferences, and routines.

## **Open Communication**

We encourage open and ongoing communication between you and our team. Share any concerns or specific information about your child that could help us provide the best support.

## **Comfort Items**

If it helps, you are welcome to bring along a comfort item from home, such as a favourite toy or blanket, to help your child feel secure.

## **Positive Reinforcement**

Our Educators use positive reinforcement to encourage your child's confidence and social interaction. We celebrate small milestones and support your child in building new friendships.

## **Feedback and Adjustment**

We value your feedback throughout the settling-in period. If you notice anything that needs adjustment or have any questions, please let us know. We are here to ensure your child's experience is positive and enjoyable.



# What You'll Need Each Day

## Bag/Backpack

For independence, we work towards all children being able to recognise and open their own bag or backpack. You can help by allowing them to be involved in selecting their bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled.

## Drink Bottle

A labelled drink bottle is required every day for water. Children can refill their drink bottle, when necessary, throughout the day.

## Nappies

Please ensure a minimum of 4-6 nappies or pull-ups are in your child's bag for each day. Alternatively, you can bring a pack of nappies which we will keep at the service for your child and advise you when they are running low.

## Milk Bottle

For infants who are formula-fed, families are required to provide a clearly labelled feeding bottle and an unopened tin of their child's formula. Any changes to your child's feeding requirements should be discussed with educators to ensure consistency between home and the service.

## Breast Milk

Breastfeeding mothers are welcome to visit the service at any time during the day to breastfeed their child in a comfortable and welcoming environment. Families may also choose to provide expressed breast milk for educators to safely store and serve in accordance with their child's feeding routine and food safety requirements.

# What You'll Need Each Day

## **Clothing**

We highly recommend you dress your child for play and SunSmart (covered shoulders). Your child will get dirty/messy while involved in play at the service. Our curriculum supports 'hands on learning' therefore your child will be involved in learning such as arts, gardening and water play. We recommend that you pack a couple of changes of clothes as your child will need them.

Children's clothes will be rinsed, if necessary, but not washed, they will then be placed in a plastic bag to be taken home.

## **Footwear**

We recommend footwear that is easy for children to put on and take off, for example Velcro straps.

## **Personal Belongings**

To help ensure the safety of all children and to prevent disappointment, we ask that toys and other personal items remain at home unless specifically requested as part of a centre activity or transition plan.

While we understand that children may have special items they would like to bring to the service, toys can easily become lost, damaged, or cause disputes between children. Little Beginnings Education cannot accept responsibility for personal belongings brought from home.

If your child requires a comfort item to assist with settling, please discuss this with your child's educator or Room Leader.

# Family Participation and Support

## On Arrival

It is a legislative requirement that your child is signed in and out every day they attend. We use a Kiosk System, where you sign in on an Ipad using your phone number and a PIN. On arrival, please sign your child in using the Kiosk, hang their bag on an allocated bag hook and take them to where the Educators and other children are. Never drop them off in an unattended room.

## On Departure

On departure, please sign your child out and collect their belongings. You're also encouraged to chat with our Educators to find out more about your child's day. If you are running late to collect your child, please phone the service so our Educators can let your child know. If we don't hear from you by closing time, one of our Educators will phone you and anyone on your list of authorised persons

## Authorised Persons

When you enrol at our centre, we will request that you provide us in writing with an authorised person we can contact. An authorised person might be one of your child's grandparents or a close family friend you trust to discuss your child's details and pick up your child if need be. To ensure your child is protected, it is vital that you keep details about authorised persons up to date. Any person attempting to collect a child will always be asked to produce photo identification to confirm they are an authorised person.

## Using the Childcare Centre Safely

Never leave children unattended in cars during drop-off or pick-up as serious health issues can arise very quickly, particularly on hot days. Please hold your child's hand at all times when in the car park to ensure they are as safe as possible. Please be aware of other families and drive slowly and carefully when entering and exiting the car park. Please also be mindful to ensure doors are closed behind you and that you only allow your child through.

# Health & Safety

## Quiet time★and sleep

Your child will be offered the opportunity to rest and sleep throughout the day. Individual routines will be accommodated where possible, and your child's daily rest and sleep activity will be communicated with you. Our centre believes that children sleep when they need it, so your child will not be forced to sleep, or woken from sleep. Safe sleeping practices will be followed for all babies in cots. Individual calming and soothing techniques can be discussed with your child's educator.

## Emergencies

It is important that you provide our centre with the contact details of at least two people who may be contacted to collect your child in the event of an emergency or illness, in which you are uncontactable. These people can be the same as the authorised persons. Our educators have been trained in emergency evacuation procedures. From time to time, evacuation drills will be practised to familiarise the children with emergency practices. In the event of a real emergency evacuation, you will be notified as soon as possible.

## Incidents

In the event your child is involved in a minor incident, educators will comfort them, administer first aid as appropriate, and complete an incident form. You will be notified of the incident and asked to read and sign the incident form on collection of your child. If the incident involves injury to your child's head or face or if your child is unable to be consoled, you will be notified immediately. In the event an incident of a more serious nature occurs, which is beyond minor first aid, educators will call an ambulance and then notify you.

# Health & Safety

## **Illness and exclusion**

As an important step in the control of infection, we ask that if your child is unwell, that you keep them at home and inform the centre of their condition. Children cannot attend if they have been given paracetamol or ibuprofen in the morning before arrival at the centre. If your child becomes ill while at our centre, you will be contacted and requested to collect them. If you are uncontactable, an authorised person will be contacted. This is to ensure your child receives the care they need and to minimise the risk of infection to others. Children who have had a contagious illness, or suspected contagious condition, will require a letter from a medical practitioner stating they are fit and clear to return to the centre.

## **Emergency paracetamol**

An important inclusion in our enrolment form is your authorisation to the administration of a single dose of children's liquid paracetamol where your child develops a temperature. You will be notified and requested to collect your child, at this time, our educators will seek your verbal permission with a witness to administer one dose of children's liquid paracetamol following the directions on the label prior to you collecting your child.

## **Medical conditions including asthma and anaphylaxis**

If your child has an ongoing medical or health condition it is your responsibility to disclose this on enrolment, or as soon as the condition becomes diagnosed, an ASCIA Action Plan is required to be supplied by the treating doctor. Management will issue you with a copy of our medical conditions procedure (and asthma, anaphylaxis/allergy or diabetes procedures if applicable) and assist you to complete a medical management, risk minimisation and communication plan in conjunction with your child's doctor which is communicated to all educators who care for your child.

# Health & Safety



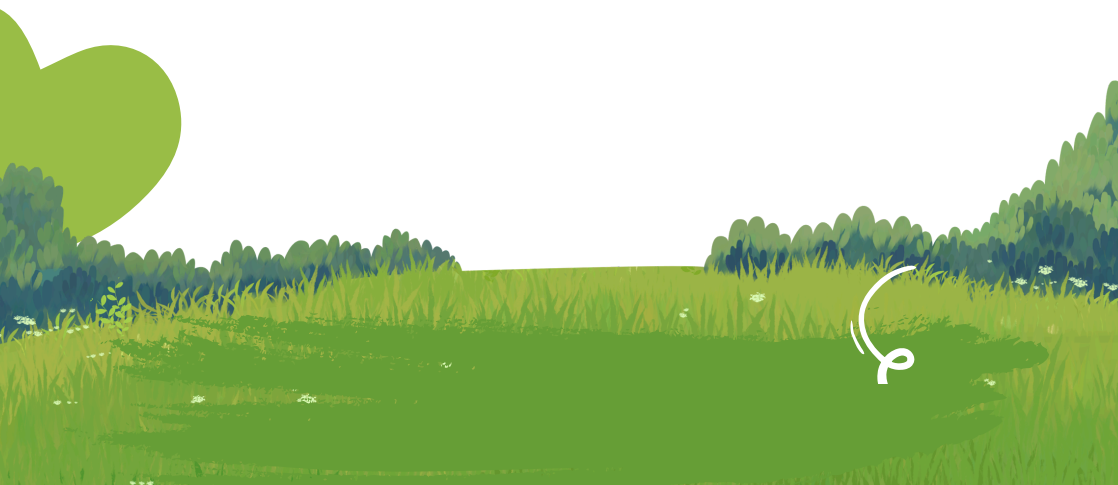
## Medication

Medication may be administered on the advice of a medical professional. Any medication that you request to be administered to your child, either prescribed or over the counter, must be specifically for your child. Only medication with a clearly legible dispensing label will be administered.

A medication authorisation form must be completed and signed by you, or the person delivering your child to the centre including the previous time and date of dose and then signed on collection of your child. The information you provide on the medication authorisation form must match that of the dispensing label. Please hand the medication over to an educator on arrival each morning for correct and safe storage. Medication is not to be left in your child's bag.

## Sun protection

Our centre promotes sun safe behaviours and follows guidelines as recommended by SunSmart. Throughout the day, our educators will re-apply children's sunscreen, or encourage older children to re-apply, at least 20 minutes prior to sun exposure.







# FEES

## Method of Payment

Fees are to remain one week in advance at all times or your child's place may be reviewed. Fees may be paid weekly or fortnightly. All payments are made through the finance system of Xplor. You will be prompted to set up your information on enrolment through the Xplor Home app > finance tab. Direct Debit is the preferred method of payment to be deducted from your nominated bank account.



## Fee responsibilities

To commence your child's enrolment, your first week, plus one week in advance will be deducted. Fees are charged for every booked day, whether your child is in attendance or not. If at any time you experience significant financial hardship, or have trouble maintaining your fees, please speak with management. If your direct debit fees are dishonoured regularly, your child's care may be postponed or suspended. If extraordinary circumstances cause you to fall behind, you may be offered a payment plan to bring your account back to credit.

## Holiday Discounts and Public Holidays

Fees are charged for all statutory public holidays which fall when your child has a permanent booking. Little Beginnings Education offers families a 50% holiday discount, to use your holiday discount, families must apply in writing a minimum of 2 weeks prior to the date.



## Allowable Absences

Families can get CCS when their child is absent from a session of care, they would normally attend for up to 42 days per child, per financial year. Families can use their absence days for any reason. They don't need to provide evidence.



# Governance



## Privacy

Little Beginnings Education is committed to complying with the Australian Government Privacy Laws for the fair handling of personal information. We respect families' right to privacy of their personal information and our staff will follow strict procedures to protect information collected, stored and used as part of the business operation.

## Child Protection

Our educators have a duty of care, a legal and ethical obligation, to act in the best interest of children and to protect them from risk of harm or neglect. If management or educators come to suspect a child may be at risk of harm or neglect, they will follow strict legislative procedures to support the child and to report their concern to the relevant regulatory authority responsible for child safety.

## Policy Compliance and Development

We have a comprehensive set of policies and procedures that assist us in complying with legislative requirements and contemporary early childhood practice. Policies are available to view in our foyer and are systematically reviewed as regulations and best practices change. We encourage you to share your views and have input into these reviews.





# Governance



## Concerns, Feedback and Grievances

At Little Beginnings Education, we value open and respectful communication and are committed to working collaboratively with families to resolve any concerns promptly and fairly. If a parent or guardian has a concern regarding the care of their child, or any aspect of the service's operations, policies, or practices, we encourage the matter to be raised as soon as possible. In the first instance, concerns relating to your child's daily care should be discussed with your child's Room Leader or Educator. Should the matter remain unresolved, or if you feel further discussion is required, please bring your concerns to the attention of the Management Team.

We maintain an open-door policy and welcome feedback from families. Our team is always available to listen, discuss concerns, and work together to achieve positive outcomes for children and families. We believe that open communication is essential in fostering strong partnerships and ensuring the highest quality care and education for every child.





## Thank You

We are excited to partner with you on this important journey and look forward to watching your child learn, grow, and thrive at Little Beginnings Education.

Thank you for entrusting us with your child's care, education, and wellbeing. We understand the privilege and responsibility that comes with being part of your child's early learning years, and we are committed to providing a safe, nurturing, and engaging environment where every child feels valued, supported, and inspired to reach their full potential.

We believe that strong partnerships between families and educators are the foundation of a positive early learning experience, and we look forward to building a lasting relationship with your family.

Don't forget to follow us on Facebook to stay connected with our centre community. We regularly share photos, videos, learning experiences, special events, excursions, and the wonderful moments that make each day at Little Beginnings Education so special. Thank you for choosing Little Beginnings Education. We are honoured to be part of your child's early learning journey.

