



SER-HB-004 OTDCU

# Family Handbook



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# Acknowledgment of Country

One Tree Community Services 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 people of the nation, and pay our respects to Elders past and present.





# Welcome

## to One Tree Community Services

The One Tree Defence Childcare Unit welcomes you and your child to our service, which provides early learning, development and care for those aged from six weeks.

One Tree has been managing the Defence Childcare Program for the Commonwealth since January 2019 and has 19 services (16 long day care and three out of school hours care) through this program.

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



## Who we are

### Central office

**Contact:** Karri Hillier

**Position:** Chief Executive Officer

**Organisation:** One Tree Community Services

**Address:** First Floor, 277 Great Eastern Highway Belmont, WA 6106

**Phone:** (08) 6557 4400

**Email:** [customerservice@onetree.org.au](mailto:customerservice@onetree.org.au)

**Website:** [www.onetree.org.au](http://www.onetree.org.au)

### Melbourne office

**Contact:** Coral Callan

**Position:** Executive Director

**Organisation:** One Tree Community Services Defence Childcare Unit

**Address:** 1A/187-189 Fairbairn Road, Sunshine West, VIC 3020

**Telephone:** (03) 8311 6200

**Email:** [information.dcu@onetree.org.au](mailto:information.dcu@onetree.org.au)

**Website:** [www.dcu.onetree.org.au](http://www.dcu.onetree.org.au)

### Darwin office

**Address:** 40/29 Woods Street, Darwin City, NT 0800

**Telephone:** (08) 6557 4400





## Our code of ethics

We have a set of standards as an organisation so we can strive to do the best we can. 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

All details about our service can be found at the entrance. The information provided includes the name of the supervisor, educators, opening hours and all necessary contact details.

The service is licensed and authorised to receive Childcare Subsidy.

In January 2012, the National Quality Framework (NQF) came into effect across Australia. The purpose of the NQF is to improve and standardise the quality of childcare. Under the NQF, childcare services are assessed and rated against the National Quality Standards (NQS).

The purpose of the NQS is to promote continuous improvement in the provision of quality education and care and to improve knowledge and access to information for families so that they can make informed decisions about their child's education and care.

Our service is NQS rated (as below)



## Our approach to learning

Our philosophy and set of beliefs are aimed at making your child feel comfortable in the service setting so they are healthy and happy and enjoy their learning experience. A child's formative years are very important because their brain is more open to learning and influences.

We have an integrated approach to learning and development that incorporates the Reggio Emilia approach where children are encouraged to learn through exploratory and discovery.

We also adopt the Steiner approach where we nurture a child's imagination, creativity and free thinking. We want children to make their own decisions and choices, so they can grow to be more independent.





## Family participation

We welcome family members to participate in the life of the service and to become involved with their child's learning. We know that families lead busy lives. Any level of support and involvement is valued and appreciated. This may include attending family evenings, sharing skills, talents and aspects of your family life and assisting with excursions.

Communication between family and educators is key. Every month we will send out a newsletter, circulated via email which contains information about events, celebrations or special days at the service.

We try to forge strong links with the community as this benefits everyone. We take part in local community events and collaborate on projects.



## Reconciliation Action Plan (RAP) information

One Tree Community Services value and respect the knowledge and heritage of Australia's First Nations People. We have demonstrated this commitment with the creation of our Innovate Reconciliation Action Plan (RAP) which is available on our website. One Tree have been invited to work in remote Aboriginal communities and have continued to grow and learn from the local peoples of the lands we work in and support.

Sharing Aboriginal perspectives with children in our services is a key tenet of our pedagogy and our approach to curriculum development. We believe that it is important to learn about and acknowledge Aboriginal and Torres Strait Islander peoples as custodians of the land from an early age. We foster this learning by embedding cultural perspectives which enhance the educational experiences of all children.



## Enrolments

All families must complete an enrolment. You can easily enrol through our website <https://dcu.onetree.org.au/enrolnow/>. You will need to name all authorised persons who may deliver or collect your child from the service and they must be over 16.

When you enrol your child, you will be required to complete the online **Direct Debit request** to ensure payments are automatically deducted from your account. These details will be entered into the Qikkids system which can also be found on the My Family Lounge platform.

You will also be required to provide the service with a copy of your child's immunisation record and birth certificate. By law, we can only accept immunisation statements from the Medicare website.

Guidelines have been established by the Australian Government to give access to care for certain families depending on their circumstances, which means we have booking priorities.

One Tree operates this service in accordance with the Defence Priority of Access guidelines. As such, when the service is full those families that have been given a lower priority score may be asked to alter their care arrangements to allow a family with a higher priority to access childcare.

Four weeks written notice will be provided if a family is required to alter their care arrangements.





## Childcare Subsidy

The Childcare Subsidy will help you to meet your fees. Families must meet certain criteria to receive and use this subsidy which is means-tested.

You must:

- Use approved or registered childcare.
- Be the person responsible for paying fees.
- Meet residency requirements.
- Ensure children have up to date immunisations.

More information can be found on this website:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>



## Managing your bookings

We use an integrated online platform called QK Enrol

(<https://www.qkenhanced.com.au/webui/Account/Embeddable/?databaseId=10591>). This is an online portal which gives families the opportunity to register, enrol and manage their permanent bookings in one centralised location.

Alongside QK Enrol, families can download the My Family Lounge app which is a convenient way for families to make casual bookings.

## Signing in and out

At One Tree we use a digital sign in/out system called 'QK Kiosk'. This digital sign in/out system will save you time signing your child in quickly and conveniently and is done at the touch of a button using your phone number and unique PIN code.

Each family will be provided with a code at the time of your enrolment and this along with your telephone number will enable you to sign in and out every day. Your service director will assist you with setting these details up.

In the event where guardians cannot sign in, for example during COVID 19, the educators will sign each child in and out.

***Please do not share your code with anyone.***





## Non-attendance

We ask you to notify the service if your child will not be attending during their booked time as soon as practically possible.

Usually, you get up to 42 allowable absence days per child each financial year. This is subject to change. For the current financial years allowable absences please refer to [servicesaustralia.gov.au](https://servicesaustralia.gov.au). These absences may be for any reason and include public holidays. Absences must be recorded and signed off by the family on the iPad on your return to the service.

As we offer school pickups for the children attending the OSHC program it is really important that we know whether your child is absent. For the benefit of the other children and the staff please let us know if your child will be absent by contacting the service.

## Cancellation of care

A notice period of two weeks is required for cancellations. Once you have cancelled your place, your place will be offered to the next child on the waitlist.

## Payment of fees

Our fees are paid fortnightly by direct debit one week in advance. For ease and convenience families will receive email statements weekly giving a breakdown of costs.

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 book full-time or part-time places are still obliged to pay fees for their normal day of care on public holidays 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 QK Enrol by clicking on the edit button on the booking tab.

Families who are unable to pay the fee or are having difficulties should contact the fees administrator. Families experiencing hardship may be entitled to receive assistance. Please phone 1800 270 640 or email [enrolments.dcu@onetree.org.au](mailto:enrolments.dcu@onetree.org.au) for assistance.





## Settling your child into our service

We encourage all children to experience an orientation day to get to know the service. This involves staying with your child while they get to know the educators, other children and the service. In the event there are government pandemic restrictions, orientations and tours may look a little different. We encourage families to work with their service director.

When your child starts at the service, it is inevitable that you will have a mixture of emotions. These may include guilt, fear, relief, anxiety, confusion or optimism.

Each child will react differently during the time it takes them to get used to the service and being separated from their family. The following suggestions may help to ease the transition:

- Stay with your child for as long as necessary to ensure they feel secure.
- Start by leaving your child for shorter periods and build up to a full day.
- Feel free to contact the educator at any time to see how she/he is going.
- Establishing a routine so the child recognises a pattern of goodbyes.



## Guiding children's behaviour

We believe that all children need to feel safe, secure and supported as they develop into independent and resilient people. Educators always use language that is positive and respectful, regardless of behaviour.

Learning appropriate behaviour is part of your child's social development. Children will be encouraged to settle any differences in a peaceful manner. Staff will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion, ensuring there is enough equipment for all.

Biting and hitting are normal behaviours in the development of most children, usually caused by a lack of verbal communication skills. These behaviours will be managed using the same positive behaviour guiding strategies which deal with other unacceptable behaviours.

It is rare for a child to be excluded from the service. We encourage all reasonable strategies to positively influence a child's behaviour.



## Our supportive structure

Our educators create an atmosphere and environment that is responsive to the physical, emotional, intellectual, social and individual needs of each child. We encourage both outdoor and indoor learning experiences which offer opportunities for children to make choices about their own needs, wants and interests. Our aim is to investigate, challenge and enrich their learning.

All our staff, have a valid state relevant working with children clearance and have been carefully selected through a thorough recruitment process and reference checks. Our educators are always happy to talk to you about your child.

We use many different mediums to connect with families and to let you know what they've been learning. We use email, displays and Storypark to name a few. Our director will set you and your child up with a Storypark profile during orientation to ensure you have access and are always in the loop about what is happening in the service.

We encourage routines as we believe they are important for children, as they create a sense of safety and security. We look for appropriate moments to encourage routine practice such as hand washing after painting or talking about safety when packing away.

Occasionally we will take the children on an excursion as we see these events offering huge benefits. Prior to each excursion, a notice and permission slip outlining all details of the outing will be given to families and carers.

Children's birthdays are a special day that many families would like us to celebrate. Due to an increase of food allergies, your service may not allow cakes or treats from home. Please speak to your service director if you have any questions. Many of our services will either provide a cake or have another way to celebrate the occasion. Let us know what you feel might be suitable.

We mark special events throughout the year as it provides an excellent learning and socialising opportunity for children. These include special days which reflect the cultural heritage and ethnic origins of those attending the service.





## Indoor and outdoor environment

We encourage play in both indoor and outdoor areas. Learning environments help to inspire learning, stimulate creative thinking, encourage collaboration and social interactions and gives a child a greater understanding to respect the environment.

Our outdoor spaces have features such as plants, trees, edible gardens, rocks, mud, and water. There are shaded areas in line with sun protection recommendations.

We work hard to provide all children with a welcoming, warm and rich environment for them to explore and investigate. The spaces are regularly changed and modified according to the children's investigations.



## Storypark

Storypark is an easy-to-use online service that helps teachers, carers and families work together to record, share and extend a child's learning. Storypark is also a platform for services to share important messages and information.

It's a confidential platform used by our educators and is a great way of recording and acknowledging important milestones. We can capture photos, stories and footage and then share these with you using a Storypark app.

We encourage family participation as we'll be using Storypark throughout your child's journey with us. If you'd like to find out more go to the link below or speak to one of us.

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





## Our 'Safety Always Matters' initiative (SAM)

Safety is our priority. We adopt a policy of Safety Always Matters (SAM) across all areas of our work. We have a safety SAM mascot to remind us of its importance. Our staff and educators are familiar with health and safety guidelines and adopt appropriate measures to avoid risk or injury.

These areas include:

- ensuring dangerous goods are locked away;
- checking that children are signed in and out;
- completing daily Workplace Health and Safety Checks;
- being aware of any medical conditions among the children;
- knowing the whereabouts of all children;
- ensuring there are no fences or gates where children can climb; and
- becoming extra vigilant if a child says they want to leave.

We carry out regular safety inspections of the service and anything which may cause an accident or injury is dealt with immediately.



## Drop off and pick up

We do not allow any unauthorised visitors into our service as your child's safety is paramount. We request that children are handed over to a staff member upon arrival and that your child is signed in on the iPad. We will only release your child into the care of a person who has been authorised and is named on your child's enrolment form.

Out of courtesy, if you are unable to collect in person and that's your usual arrangement, let us know in advance who will be doing that collection.

If you get delayed and are unable to collect your child at the agreed time you must telephone the service to advise them of your expected time of arrival.

You have a duty of care to pick your child up on time. A late fee applies to each child not collected from the service at the agreed time.

If no one can be contacted and your child has not been collected 30 minutes after the service's normal closing time, the local police will be notified.

It is important that you do not share your pin code with any other person.

If an authorised person arrives and is visibly under the influence of alcohol or drugs when collecting a child, we will encourage them to contact an alternative adult to take them and the child home.



## Custodial/residency issues

If custody and contact orders apply, details must be outlined in your enrolment form with the appropriate documentation, otherwise both parents are deemed to be authorised to collect their child.

## Illness/injury and accidents

We cannot care for children who are ill. If a child is ill or has received an injury, please notify the director or the child's educator.

If your child becomes ill at the service, you will be contacted and asked to take them home.

We will call emergency services if urgent medical attention is required. Every effort will be made to contact you, or your nominated emergency contact, as soon as possible. All medical and ambulance costs are the parents' responsibility.

Despite every precaution, accidents will occur at the service from time to time and if we have written authority from yourselves, we will carry out first aid by a suitable qualified staff member. If the injury is minor, you will be informed about the incident when you arrive to collect your child. A full report of the accident detailing the incident will be recorded.

We always have staff who are qualified first aiders. A fully equipped first aid kit is maintained and located in each room at the service. All staff are trained to deal with asthma attacks and anaphylaxis.

To protect both children and staff, any child with an infectious disease will be excluded from the service which is in accordance with National Health & Medical Research Council (NHMRC) exclusion guidelines.





## Medication and immunisation

We are very careful about administering medication to children who are unwell. Only prescribed medications will be given out by staff at the service. The family must have completed an authority to give medication form. Under no circumstances should medication be left with children or in children's bags.

Staff will only give prescribed medication if they are able to follow the doctor's guidelines on the pharmacist's dispensing label or in an accompanying letter from the doctor.

Medication must show the:

- patient's name.
- name of the medication, dosage, and frequency of administration.
- way it is to be administered.
- date of dispensing and expiry date.

Children with diagnosed medical conditions for example (Asthma, Anaphylaxis, Allergies) need to provide an up to date Action Plan from their medical practitioner and complete the Medical Management Risk Minimisation and Communication Plan before the child commences and also provide any associated Medications.

It is law that all children using a childcare service must be immunised. Before commencing care, you will need to submit an up-to-date immunisation statement from Medicare. If you require further information, you can contact the Australian Immunisation Register on 1800 653 809.





## Babies bottles/nappies

All babies' bottles are refrigerated. Please make sure you have an adequate supply of milk whether it is formulated or breast milk. If your child requires nappies, please provide a minimum of five nappies per day. If you are using cloth nappies, please bring a bag so we can send them back.

## Toilet training

We work in partnership with families in meeting children's toilet training needs. We ensure children have privacy when nappies are being changed or they are using the toilet. Consistency and continuity are important for children learning to use the toilet. Please communicate with the staff in the room your child attends so they can follow the routines you have in place at home for toilet training.



## Ideal clothing

Children should be able to play, paint and have fun without feeling that they must not get their clothing grubby. We suggest clothes which are easy to clean and SunSmart.

Please label all your child's clothes, including shoes. For your guidance here is some suggestions about clothing.

<b>0-2 YEARS</b>	Wear clothing that makes nappy changing easy.
<b>2-3 YEARS</b>	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.
<b>3-6 YEARS</b>	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.

YEARS	A BAG CONTAINING:
<b>0-2 YEARS</b>	<ul style="list-style-type: none"> <li>• At least one complete change of clothing suitable for current weather conditions.</li> <li>• One named dummy, only if required by your child for sleep time.</li> <li>• One soft toy or item of comfort, such as a teddy or security item.</li> <li>• Extra clothing when child is toilet training.</li> <li>• If your child is walking/toddling, make sure they either come in shoes or have a pair they can change into.</li> <li>• Sun hat which remains at the service. Legionnaire hats with peak and neck flap are preferable.</li> </ul>
<b>2-3 YEARS</b>	<ul style="list-style-type: none"> <li>• Two complete changes of suitable clothing.</li> <li>• Underwear (minimum of three pairs) to allow for inevitable accidents.</li> <li>• Training pants (if required) and extra clothing when your child is toilet training.</li> <li>• Your child's soft toy for rest time, such as a teddy bear or a comforter if required.</li> <li>• A sun hat (legionnaire hats with peak and neck flap are preferable).</li> </ul>
<b>3-6 YEARS</b>	<ul style="list-style-type: none"> <li>• A complete change of clothing .</li> <li>• Underwear (minimum 2 pairs) to allow for the possibility of accidents that can occur when children are engrossed in play.</li> <li>• Your child's soft toy for rest time if required.</li> <li>• A sun hat (Legionnaire hats with peak and neck flap are preferable).</li> </ul>
<b>6-12 YEARS</b>	<ul style="list-style-type: none"> <li>• Clothing as appropriate</li> <li>• Sun hat and water bottle. legionnaire hats with peak and neck flap are preferable.</li> <li>• During vacation care please sent your child a packed lunch each day as lunch is not provided.</li> </ul>



## Personal toys

We understand that on occasion your child will want to bring in toys. These toys can help with the development of friendship and social connection, and we do not want to discourage or enforce limits on this.

However, certain toys may cause some disruptions within the room. In such cases we will store them in an area for safe keeping, and only have them out at certain times of the day.

The service will not accept responsibility for any loss or damage to personal toys or belongings brought into the service.



## Meals

All of our meals are freshly prepared onsite and nutritionally balanced. The weekly menu will go on display and we encourage people to let us know if they have preferred meals and dishes.

All our food is carefully selected to provide children with a balanced diet which is nutritious and low in saturated fat, salts and preservatives.

Please make sure that any food allergies, strong dislikes and special dietary requirements your child might have are recorded on your enrolment form. This centre is allergy aware and we request that families refrain from using any nut spreads in sandwiches or products containing nuts in the lunchbox.

Meal times are treated as social occasions, so children are always encouraged to help themselves to food and drink and to feed themselves. Staff members always sit with the children during meal times to interact with them, providing help when needed and be a good role model for the children.

**Please note:** During vacation care, in our OSHC services, lunch is not provided. Please send your child in with a packed lunch and please refrain from using any nut spreads in sandwiches or products containing nuts in the lunchbox. Please also remember to pack foods that are nutritional and don't contain too much sugar.



## Sun protection

Families are asked to apply sunscreen to their children before bringing them to the service. We follow SunSmart guidelines which includes:

- ensuring children wear a hat which protects the face, neck and ears whenever outside during the sun smart months;
- applying SPF 30+ water-resistant sunscreen 15 minutes before going outside;
- children wearing shirts that cover their shoulders; and
- staff will also wear hats, apply sunscreen and seek shade wherever possible.



## Sleep time

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

Educators will ensure that cots and bedding meet with Australian Standards and sleeping children are monitored. Infants will be placed in their cots to sleep as recommended by health authorities to minimise risks. Services also follow Red Nose guidelines: <https://rednose.org.au/>

- Sleep **babies on their back** from birth, not on their tummy or side.
- Sleep babies with **head and face uncovered**.
- Provide a **safe and relaxed sleeping environment**.
- Sleep each baby in their **own safe sleeping place** and monitor closely [especially for the first six to 12 months].



## Confidentiality

We have a legal duty to keep adequate, clear and accurate records about educators, families and children. Any information stored about your child will be confidential. Families have the right to know what information is recorded about them and their children and how privacy will be maintained.

## Emergency and evacuation

All services are required to practice evacuating the building in case of an emergency [i.e. fire]. Emergency evacuation rehearsals occur quarterly. Emergency drill rehearsals also occur once a month. Families need to be aware of emergency exits.

A floor plan of the building is located at each of the main doors in the children's rooms and by each exit door. Children rehearse evacuating the building as a routine that supports the child's learning.



## Staffing arrangements

All educator qualifications and educator child ratios are in line with the relevant state/territory legislation.

### WA

AGE GROUP OF CHILDREN	STAFF TO CHILD RATIO
0-24 MONTHS	1:4
24-36 MONTHS	1:5
36 MONTHS AND OLDER	1:10
OSHC	1:10

### VIC

AGE GROUP OF CHILDREN	STAFF TO CHILD RATIO
0-24 MONTHS	1:4
24-36 MONTHS	1:4
36 MONTHS AND OLDER	1:11
OSHC	1:15

### NSW

AGE GROUP OF CHILDREN	STAFF TO CHILD RATIO
0-24 MONTHS	1:4
24-36 MONTHS	1:5
36 MONTHS AND OLDER	1:10
OSHC	1:15

### NT

AGE GROUP OF CHILDREN	STAFF TO CHILD RATIO
0-24 MONTHS	1:4
24-36 MONTHS	1:5
36 MONTHS AND OLDER	1:11
OSHC	1:15

### ACT

AGE GROUP OF CHILDREN	STAFF TO CHILD RATIO
0-24 MONTHS	1:4
24-36 MONTHS	1:5
36 MONTHS AND OLDER	1:11
OSHC	1:11

### QLD

AGE GROUP OF CHILDREN	STAFF TO CHILD RATIO
0-24 MONTHS	1:4
24-36 MONTHS	1:5
36 MONTHS AND OLDER	1:11
OSHC	1:15

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 are open to receiving feedback from parents. Your feedback goes to the CEO who will take on board your comments.

Families, other professionals, community members and staff all have the right to lodge a formal complaint and a formal investigation will then take place.

The complainant must provide details of any specific events, relevant evidence, including witnesses and an expected outcome. The CEO and relevant regional manager will launch an investigation based on this information.

All written feedback and formal complaints should be forwarded to [customerservice.dcu@onetree.org.au](mailto:customerservice.dcu@onetree.org.au)



## Conclusion

Thank you for choosing us to care for your child. We hope you find the service a place which is inviting, safe and secure, where your child can grow and develop. We look forward to nurturing positive relationships and giving everyone the best start in life.



## Regulatory authority contacts details

STATE	REGULATORY AUTHORITY CONTACTS DETAILS	
<b>ACT</b> Children's Education and Care Assurance, Early Childhood Policy and Regulation, Education Directorate, ACT Government	<b>Address:</b> GPO Box 158 CANBERRA ACT 2601	<b>Website:</b> <a href="http://www.education.act.gov.au">www.education.act.gov.au</a> <b>Email:</b> <a href="mailto:ceca@act.gov.au">ceca@act.gov.au</a> <b>Phone:</b> (02) 6207 1114
<b>NSW</b> Early Childhood Education Directorate, NSW Department of Education	<b>Address:</b> Locked Bag 5107 PARRAMATTA NSW 2124	<b>Website:</b> <a href="https://education.nsw.gov.au/early-%20childhood-education">https://education.nsw.gov.au/early-%20childhood-education</a> <b>Email:</b> <a href="mailto:ececd@det.nsw.edu.au">ececd@det.nsw.edu.au</a> <b>Phone:</b> 1800 619 113 (toll free)
<b>NT</b> Quality Education and Care NT, Department of Education	<b>Address:</b> GPO Box 4821 DARWIN NT 0801	<b>Website:</b> <a href="http://www.education.nt.gov.au">www.education.nt.gov.au</a> <b>Email:</b> <a href="mailto:qualityecnt.det@nt.gov.au">qualityecnt.det@nt.gov.au</a> <b>Phone:</b> (08) 89993561
<b>QLD</b> Regulation, Assessment and Service Quality, Early Childhood and Community Engagement, Dept of Education and Training	<b>Address:</b> Early Childhood Education and Care Department of Education and Training PO Box 15033 CITY EAST QLD 4002	<b>Website:</b> <a href="http://www.qed.qld.gov.au/earlychildhood">www.qed.qld.gov.au/earlychildhood</a> <b>Email:</b> <a href="mailto:ecec@qed.qld.gov.au">ecec@qed.qld.gov.au</a> <b>Phone:</b> 13 7468
<b>SA</b> Education Standards Board	<b>Address:</b> GPO Box 1811 ADELAIDE SA 5001	<b>Website:</b> <a href="http://www.esb.sa.gov.au">www.esb.sa.gov.au</a> <b>Email:</b> <a href="mailto:ESB.EarlyChildhoodServices@sa.gov.au">ESB.EarlyChildhoodServices@sa.gov.au</a> <b>Phone:</b> 1800 882 413 (toll free)
<b>TAS</b> Department of Education, Education and Care Unit	<b>Address:</b> GPO Box 169 HOBART TAS 7001	<b>Website:</b> <a href="http://www.educationandcare.tas.gov.au">www.educationandcare.tas.gov.au</a> <b>Email:</b> <a href="mailto:ecu.comment@education.tas.gov.au">ecu.comment@education.tas.gov.au</a> <b>Phone:</b> 1800 816 057 (toll free)
<b>VIC</b> Department of Education and Training	<b>Address:</b> GPO Box 4367 MELBOURNE VIC 3001	<b>Website:</b> <a href="http://www.education.vic.gov.au/childhood/providers/regulation">www.education.vic.gov.au/childhood/providers/regulation</a> <b>Email:</b> <a href="mailto:licensed.childrens.services@edumail.vic.gov.au">licensed.childrens.services@edumail.vic.gov.au</a> <b>Phone:</b> 1300 307 415
<b>WA</b> Department of Communities, Education and Care Regulatory Unit	<b>Address:</b> Level 1, 111 Wellington Street EAST PERTH, WA 6004	<b>Website:</b> <a href="http://www.dlqc.wa.gov.au/LegislationCompliance/Pages/Education-and-Care.aspx">www.dlqc.wa.gov.au/LegislationCompliance/Pages/Education-and-Care.aspx</a> <b>Email:</b> <a href="mailto:ecru@communities.wa.gov.au">ecru@communities.wa.gov.au</a> <b>Phone:</b> (08) 6551 8333

