



Kradle 2 Krayons

EARLY LEARNING CENTRE

Parent Handbook



Welcome

Thank you for enquiring about Kradle 2 Krayons ELC and trusting us to take on the responsibility of caring for your children.

This handbook aims to give you detailed information on who we are.

We are a family-owned company with a strong focus on learning and physical activity as well as the highest quality of care.

Our management has combined experience of 25 years!

Key Details

for K2K Pendle Hill

Centre Manager –

Roopam Cheema

Approved Provider –

Vikas Nagpal

Area Manager –

Virginia Hapugalle

Centre Manager email –

roopamC@k2kpendlehill.com.au

Centre contact number –

027809 0874

Address –

15 Targo Road, Pendle Hill, NSW 2145

Website –

<https://kradle2krayons.com.au/pendle-hill/>

General Email –

info@k2kpendlehill.com.au

Hours of Operation

The Centre is open from 7am to 6pm – Monday to Friday.

We require families to collect their children by 5.55pm, which allows a smooth transition for children and time for the educators to liaise about their child's day before closing at 6pm.

Centre Holidays and Closure:

We are open 52 weeks of the year but are closed on all public holidays.

Educator to child ratios and the quality of care are paramount to our management at all times. However, we do request families to let us know of any planned absence to assist us in planning our staffing.



Minimum Days

At Kradle 2 Krayons Early Learning Centre we require our children to attend a minimum of two days care a week.

Children who regularly attend care for a minimum of two days per week tend to adjust more smoothly. This not only benefits the child but also contributes to the harmony of the group. Disrupted children can disturb the atmosphere for others in the room. Establishing a routine with more frequent visits helps most children become more sociable, fostering friendships. Extended gaps between visits can sometimes impede this social development.

In our highly programmed learning setting, monitoring and enhancing children's progress is more manageable when they have extended time at the service. This enables us to tailor personalized learning experiences according to each child's unique abilities and interests.

If only one day is currently available at the center, the vacancy will be provided under the condition that an additional day must be accepted once it becomes available.

Our Team

At Kradle 2 Krayons ELC, we have a committed team of educators who are skilled and experienced in various fields. These educators collaborate to offer your children an exceptional early learning environment and experience.

We acknowledge your expectation for exceptionally high standards, and in turn, we hold our educators to the same level. Consequently, our team consists of carefully selected educators who are passionate about their work.

Our ongoing effort is to create an exceptional work environment for our team and provide them with regular training to deliver the outstanding work you anticipate. We are dedicated to upholding these principles to retain top-notch educators.



Students

Students pursuing Early Childhood Education and Care qualifications have the opportunity to undertake work placements at Kradle 2 Krayons Early Learning Centre to acquire hands-on experience in the field. During these placements, they are frequently tasked with activities such as participating in room programs and observing children's behavior and play.

All students:

- Work under the direction of the Centre Manager
- Are never left in charge or alone with the children
- Are not permitted to give advice to parents
- Are never replacing normal Centre staff

If you have any questions or concerns about students on placement within the Centre, please do not hesitate to speak with your director.

Our Philosophy

· Kradle 2 Krayons Early Learning Centre acknowledges the traditional custodians of the land, the Darug people of the great Darug nation and the elder's past, present and emerging.

Our Children

- We believe that children have a right to feel safe secure and supported and should be treated with equity and included in all aspects of our service. We believe that children have the right to learn and play in an environment that that is safe and nurturing.
- We believe that children have the right to make decisions that concern them and believe in providing opportunities for agency.
- We believe in encouraging children to have a voice in all aspects of our service and maintaining high expectations for each child's learning.



Educational Program

- We believe the early years are a vital stage in a child's life and children have the right to receive high quality education that lays the foundation for future learning.
- We believe in providing a strong play-based learning approach that is focused on children's development and growth, and their strengths and interests.
- We recognize children as involved learners who are encouraged to explore their environment, make decisions, and contribute to their classroom curriculums.
- Our play-based programs are implemented by early childhood staff to support learning in all areas of the indoor and outdoor curriculum.
- Our learning environments provide places where children are given the opportunity to explore their interests, construct their own identities and understandings of the world around them.
- We ensure classroom curriculums support and identify anti-bias attitudes and include multicultural experiences which promote greater understanding of other cultures.



Families and community

- We recognise parents are a child's first teacher and believe in building and working in partnership with all families to support their child's needs.
- We understand the importance of families within a child's life and strive to create secure, respectful, and reciprocal relationships with all family members.
- We encourage and welcome family involvement and feedback and are committed to working with families to create high quality learning environments for their children.
- We believe in a genuine commitment to cultural responsiveness and working collaboratively with families and children of culturally and linguistically diverse children and families.
- We recognize the unique geographical, cultural and community context of the service and uphold our families educational priorities in our practices.



Environment and sustainability

- At Kradle 2 Krayons we believe in a sustainable environment, and the importance of teaching children about sustainability while working within a co-constructing environment.
- At Kradle 2 Krayons we believe in encouraging all staff, children, and families to be environmentally responsible and show respect for our environment and resources.



Professionalism

- We believe in Collaborative Leadership and teamwork that supports a culture of peer mentoring and shared learning.
- Educators at Kradle 2 Krayons are expected to create a strong sense of teamwork and collaboration, building positive and respectful relationships with one another, and modelling these to the children and families.
- Educators support and encourage one another, understanding that each educator brings different expertise, knowledge, and ideas to the team.
- We are committed to providing the best possible environment for all stakeholders, taking on feedback, reflecting on practices, and attending professional development courses.



Enrolling your Child

To secure the enrolment–

- Fill in your enrollment form using the link which is available via email.
- Ensure your child's immunization records and birth certificate are uploaded
- Ensure the Authorizations are signed.
- Download and log in to the OWNA app
- Sign the Complying Written Agreement (CWA)
- Fill in the Direct Debit form
- Accept the enrolment through "My Gov" or "Centrelink" app.

We will contact you to arrange:

- An orientation visit
- Payment of two weeks advance



K2K Fee Policy

- Under the law, families using early childhood education and care and receiving CCS must pay the gap fee electronically. For your convenience, we process our direct debits every fortnight from your nominated bank account or credit card.
- Fees are payable fortnightly and two weeks in advance and are charged every alternate Monday.
- Please note we require two weeks written notice for changes to bookings or withdrawals.
- Fees are payable in full for Public Holidays and absence days. Please understand that once your child is enrolled, that position is booked in and we are unable to offer that position to another child. Therefore, any days missed are chargeable days.
- Unfortunately, we are unable to offer make up days for absences.
- Completion of direct debit form is required for confirming the enrolment. Our third-party software is OWNA. All direct debits incur a surcharge of 1.75% for credit/debit card payments, 2.75% for AMEX and \$0.75 for direct debits via bank accounts. Please note that a fee of \$2.50 applies for direct debit rejection.
- Failure to keep your account up to date would force us to re-assess your child's position at the Centre and we reserve the right to withdraw our offer of care.
- In the event your account is overdue for more than 3 months, it may be referred to a collection agency and/or law firm, you will be liable for all costs until the debt is collected in full, including legal fees and other agency commissions.



Settling in care

Before your child starts at our center, we welcome both of you to join us and spend some time together. Let's schedule a convenient time for an orientation session for you and your child/ren. This can help ease your child's first day, especially if they are new to childcare.

On your child's first day, it's natural to be eager to learn about their adjustment. Feel free to contact the center anytime to enquire about your child's well-being. You can directly call the room or speak with the educators for updates.

The educators are dedicated to helping your child adjust smoothly and quickly. Rest assured, we strive to make this transition as seamless as possible. If we observe that your child is too upset to remain all day, we will contact you to recommend an early pickup. Every child is different, and settling-in periods differ greatly among them. Your patience is appreciated, and we encourage you to maintain open communication with your child's caregivers. We are here to assist and support you and your child throughout this adjustment period.



Settling in

For many children, starting preschool marks their initial separation from parents. It is common for children to feel anxious when leaving their parents for the first time. Therefore, it is crucial for both parents and staff to collaborate in fostering the essential bond needed for a successful transition.

Even if your child has already been in playgroup or childcare, they will still require time to adapt to new teachers, settings, schedules, and to form new friendships.

To help your child adapt to these new changes, you can:

- Bring your child for orientation visits before leaving them at the service.
- Initially pick up your child early from the center (if possible and convenient).
- Show confidence. Parental anxiety can affect how the child feels.
- Ensure your child has a special "Comforter" like a blanket or soft toy.
- Communicate when you are leaving and when you will return (educators will also reinforce this).
- If your child struggles to settle in, talk to the Director or your child's caregivers.
- Practice patience with your child: some adjust quickly, while others may take more time.



What to do when you arrive

Children must be accompanied into the Centre by an adult. To help establish a good routine, we ask you to help your child with the following:

- Sign your child in on the iPad at the reception.
- Take any food or medication out of your child's bag. (Please ensure food is placed on the tray and medication is handed over to an educator)
- Help your child put their bag into their locker
- Help your child place their water bottle in the bottle box.
- Apply sunscreen on your child
- Allow your child to enter into free play/ morning activity or outdoor area. (Please ensure the children are handed over to an educator and not left alone if we are outside).



What to pack for your child

In your school bag there should be:

- Labeled spare clothes
- A Bottle of water (labeled)
- A Hat/Cap (labeled – K2K provides a hat at the time of enrollment)

Inappropriate clothing includes:

- Black clothing, advertising or commercial images/clothing showing slogans
- Singlet straps, 3/4 tops
- Thongs

Parents are encouraged to dress children in comfortable clothes and shoes suitable for active play. Safe footwear for play experiences such as climbing and running require closed in shoes with adequate grip.

NO THONGS, CROCS OR SANDLES



Arrival and Departure

To ensure the safety of children during the transition to and from the Centre, the following strict guidelines must be adhered to:

Arrival

Each child must be brought to and from the Centre by a responsible adult over the age of 18 years.

- On daily arrival and departure, parents must sign in and out on the device at the reception.
- Please be reminded that the educators may be onsite before 7am preparing the centre however the doors will only open at 7am.
- Parents are required to handover your child/ren to an educator and should not be left unattended at any time.
- Medication needs to be written up on the medication form via OWNA on arrival by parents. These are valid for 1 day only unless specified.

Departure

- On departure, please ensure that an educator on duty knows that your child is leaving.
- No child will be permitted to leave the Centre with a person other than the parent unless prior arrangements have been made with the centre manager in writing and authorization has been given by the parent via the OWNA app.
- Any person collecting a child, who is not known to educators on duty at the time of pick up, will be asked to show identification.
- Educators are not permitted to bring children to or from the Centre.
- On departure, parents must check with educators if there are any incident reports or other messages regarding your child. These will be available via OWNA upon signing out.
- Each day a slide show is available containing pictures taken throughout the day. Additionally, floor books are available in each room containing information about our curriculum and program.
- All children must be collected by 6pm. If failure from a parent/caregiver to pick up a child by this time occurs, and we are unable to contact the parent or emergency contact, legal procedures are in place.

Collecting your child late

if for some unforeseen reason you think you will arrive after closing time, or after your session ends, then you are requested to:

1. Contact the Centre as soon as possible, even if you subsequently arrive on time.
2. Try to arrange another "Authorized Person" to collect your child.

At least two staff members are required to stay with your child until you collect them; therefore, regrettably, you will be charged \$2/per minute for late collection.



Sun Safe Clothing

Kradle 2 Krayons Childcare Centre encourages:

- Sun protective clothing, including T-shirts with sleeves and collars (Please refer to Sun Smart Policy)
- Children need to be dressed appropriately for weather conditions and the temperature of play environments including outdoors. Educators will role model appropriate clothing attire for each season.
- Older children should be encouraged to judge for themselves when they are too hot or too cold.
- It is preferred that children be dressed in 'old' clothes which are easily laundered, as children's clothes may get dirty during an active day at the Centre. Children (above 3 years) are encouraged to develop independence in dressing themselves. Clothing should be easy for the child to put on and take off, e.g., pants and trousers with elastic waists are easier to pull up/down for the child to manage when toileting rather than zips, studs, or buttons. Other examples of clothing to facilitate self-help are tops with large necks, cardigans, slip on shoes or shoes with velcro, larger buttons rather than small buttons or studs, shorts with elastic waists instead of long skirts or dresses for girls, as these inhibit climbing and can be hazardous in the playground etc. Parents and educators are to be aware that cords and strings on children's clothing can pose as safety hazards, e.g., catching on climbing equipment or wrapping around the neck at rest time. Where possible it is preferred, that clothing worn to the Centre will not have strings or cords.

Sun Smart

The purpose of this Sun Smart policy is to ensure that all children attending the Centre are protected from the harmful effects of the sun throughout the year. (Refer to this Policy)

Parents are required to:

- Provide the appropriate clothing for their child/ren
- Help by applying sunscreen daily to their child/ren at home before coming to childcare (to ensure it is applied at least 20 minutes before outdoor play), or apply on arrival
- Wear broad brimmed, bucket or legionnaire hats while involved in Centre activities
- Parents should note that sunscreen will be applied to all children as per the policy unless parents specifically request in writing that the Centre supplied sun cream should not be applied to their child. In this circumstance, children are to wear long sleeved shirts and must play in the shade. Parents are welcomed to supply their own child with natural sun cream.



Health and Wellbeing

It is crucial to report any communicable diseases promptly to the Centre Manager, as specific procedures must be followed in such cases.

It is also important that children are kept away from the Centre whilst they have a Communicable Disease. We ask parents to immediately notify the Centre and to keep their children at home during the period of their infection. A confidential record of this illness will be kept at the Centre and can be an important factor in preventing the spread of infection and a valuable resource if an outbreak occurs.

All notifiable diseases are dealt with in accordance with the guidelines set out by the Health Department. Kradle 2 Krayons adheres to the minimum exclusion periods for infectious conditions adapted from the National Health and Medical Research Council's recommendations for children and educators with contagious diseases.

Parents and children are encouraged to follow Centre hygiene rules and practices. Effective hand sanitizing of both parent and child upon arrival and departure at the Centre reduces the risk and spread of infection. At the Centre Manager's discretion, a child will be excluded if they are not well enough to participate in the normal program or if looking pale, weak, or tired upon return to the Centre after suffering an illness.

Children will be excluded if their body temperature reaches above 37.5 degrees.

Parents are encouraged to obtain a doctor's certificate stating the child is free of illness before returning to the Centre after having an infectious disease.

Infections move swiftly through children in group situations. We must try to prevent outbreaks of infections by immediately excluding children when they have the following symptoms/infections:

- Vomiting – The child must be excluded from the Centre for 48 hours from the cessation of the vomiting.
- Diarrhea – The child must be excluded from the Centre for 48 hours after the last loose bowel motion.
- Generally Unwell Children – If a child displays symptoms or an illness which stipulates exclusion from the Centre, the child will be separated from the other children, comforted and the parent/emergency contact will be notified to pick up the child. (Refer to this Policy)
- COVID-19 – children with runny nose, cough, sore throat, or fever will need to remain at home until symptoms have cleared.

Returning to care before the above-mentioned exclusions would require clearance from a General Practitioner.

COVID 19

We continue to undertake safety measures to protect the health and safety of our educators, children, families, and the wider community, and reduce the risk of infection. An important reminder for families: If a child is unwell, or displaying any COVID-19 symptoms, we ask that they do not attend their Centre. To maintain the safety and wellbeing of all children and team members, we will ask parents to collect any child that begins to show symptoms throughout their day at the Centre.



Immunization

Certain childhood illnesses can pose life-threatening risks to your child/children. To safeguard the health of all children at the center, it is necessary to submit an updated "Immunization Statement Summary" before your child begins attending the service, as mandated by the Public Health Act.

Where children are not up to date but have a medical reason not be vaccinated, the parent must provide the following to enrol them in childcare:

- AIR Immunisation History Statement that includes the words 'medical contraindication' or 'natural immunity', OR
- A copy of an AIR Immunisation Medical Exemption Form completed and signed by a medical practitioner.

It is a parent's responsibility to ensure Immunization records are kept up-to-date and the Centre Manager is notified each time an Immunisation is completed. This has to be uploaded online at any time through your OWINA portal.

Medication

To safeguard children from the incorrect administration of medication, strict policies have been established at the Centre:

- Only medication with a chemist label for each child, in its original container with a valid use-by date, will be administered.
- Parents or guardians must complete and sign a Medication Authorization form through OWINA.
- it is the responsibility of the parents to ensure that medication is physically handed over to a member of the staff and not left the child's bag. Medication will be stored in the Medication Storage Area out of reach of children. Parents can collect it at the end of the day by requesting it.

Mealtimes

We provide all meals, consisting of a nutritionally balanced menu of breakfast, morning tea, lunch, afternoon tea and late afternoon snack to tide their little tummies over until dinner time. Cows milk (full cream served to under 2's and light served to over 2's), soy milk and water are also provided.

Breakfast is provided for children arriving before 8am. The menu is available to families at the foyer or through OWINA.

Younger children – bottles

We will provide cows milk for children's bottles. Families are requested to bring in a labelled bottle each morning.

for children on formula, we request you send in formula clearly labelled. Please note most formulas can only be used for 3 weeks from the date it was opened.

Kradle 2 Krayons is a breastfeeding friendly Centre and we support mother's who wish to breastfeed, express or bottle feed at our service. Mother's can continue to breastfeed at the service if they wish to do so as the service has a designated breastfeeding area.



Parent Communication

Recognizing the anxiety parents may feel when leaving their children, especially the little ones, with unfamiliar educators, we prioritize open communication at Kradle 2 Krayons. While we value personal discussions, we also utilize written tools to keep both you and us well-informed and reassured that your child is receiving excellent care.

Phone

Each room at Kradle 2 Krayons has its own direct line with voicemail. We encourage you to call at any time to discuss your child's day.

Email

Our management is available via email during the day and we encourage families to communicate via email should they chose to do so.

OWNA

Our software platform, OWNA, elevates our learning and development documentation and fosters better collaboration with families, enhancing the overall experience and simplifying interactions. Being an online and cloud-based tool, it offers accessibility from any place and device, enabling active involvement in your child's learning process and daily engagements. Moreover, you can easily share content with relatives, save images and videos, and revisit memories whenever you wish. Upon joining Kradle 2 Krayons, you will receive a tailored login for accessing your account.

Parent Information

We request that you use the below methods of communication for updating us on the following –

OWNA – Changes to Emergency contacts, update family information including contact numbers and address etc, Parent surveys, updating of immunization records and Medication Authorizations.

Email – Permanent change of days or session, Temporary Authorization to collect, Temporary Absence / Holidays, changes to family circumstances and parent feedback.

Casual Days

Provision of care at Kradle 2 Krayons is based on a routine booking as outlined in your enrollment. Occasionally you may require care on a day your child is not booked in, provided a space is available on that day, we will assist you with your request. Families are requested to email the Centre Manager with the day required. Casual bookings are priced at \$ 155/per day. Once confirmed we require 24 hours' notice for any cancellation of casual bookings.



Withdrawing your child

We require 2 weeks written notice for changes to booking or withdrawals from care.

Confidentiality

All records will remain confidential and securely stored. Only educators and licensing authorities will have access to individual files, unless parental consent is given beforehand.

Upon employment at Kradle 2 Krayons, all educators are required to sign a "Confidentiality Agreement."



Parent Feedback

We encourage families to share their feedback and suggestions, and we value your participation.

Our commitment to excellence drives us to continuously enhance all aspects of our services. While we pride ourselves on providing top-notch care in our industry, we are open to further improvements.

Feel free to reach out to us for discussions and feedback anytime.



Open-Door Policy

At the Centre, we take pride in our open-door policy. It's not just a phrase we use for reassurance; we genuinely appreciate and promote your involvement.



FAQ's

1. What ages do we cater to?

We accept children from 6 weeks to 6 years.

2. What are our operating hours?

We are open Monday to Friday 7am–6pm.

3. What is included at our early education and child care centres?

- Extra-curricular physical activity programs
- Nappies and wipes
- All meals
- Hats
- Regular updates and photos through the family app
- A specialised learning program designed and based on the abilities and interests of each child.
- Participation in events across the year that includes cultural celebrations.
- Regular incursions and excursions.
- Participation of community members and special guests to enhance children's learning.
- Access to Early Learning Languages Australia's Language program
- Access to Early Learning STEM Australia's ELSA program

4. What should I pack for my child?

We provide most of what your child requires so you only need to send spare clothes, a Sippy cup or bottle for water and any comforters your child requires.

5. Can I breastfeed at the service?

Yes, we have a private breastfeeding area and also accept expressed milk.

6. How do I enrol?

It is important that you visit the service before you enrol. If you have already visited the service, you would receive an email with a link to our enrolment form. All you need to do is fill it in and submit it. We will then get in touch with you to organize orientation.

7. What is the orientation process?

Once your enrolment has been confirmed, the Centre Manager will organize Orientation sessions detailing specific dates and times. During the visit we will go through a checklist of important information to support you and your little one through the transition. During this time your child will also spend time in their allocated room to help them become familiar with their new environment and educators.

8. What government rebates and benefits are available?

- The Child Care Subsidy (CCS) is available to eligible families offered by the Australian Government.
- The Start Strong Funding is available to children between the ages of 3–5 years. Please speak to the service to discuss eligibility.

9. What are the qualifications of our Educators?

Our Educators hold a range of qualifications in Early Childhood Education including Masters of Teaching, Bachelor of Early Childhood education, Graduate diploma of Early Childhood education, Diploma and Certificate iii of Early Childhood Education and Care.

10. What is "allowable absence"?

The Australian government allows up to 42 days each year out of which 12 are utilized for Public Holidays. Once these days are exceeded you may get charged the full fee.





Kradle 2 Krayons

EARLY LEARNING CENTRE

Contact us:

027809 0874

info@k2kpendlehill.com.au



We respect and honour Indigenous Elders past, present and future. We acknowledge the stories, traditions and living cultures of the Traditional Custodians of this land on which we play and learn and commit to building a brighter future together.

Child Care Subsidy (CCS)

CCS Information is correct for the year starting 1/7/2024



What is CCS?

The CCS or Child Care Subsidy is financial assistance from Centrelink to help families with the cost of care. It is each family's responsibility to create a MyGov account and link it to Centrelink in order to claim the subsidy. Please refer to the Department of Human Services website to estimate your subsidy entitlement www.humanservices.gov.au

Please note that we are "approved care" for the CCS, but are not qualified to give you financial advice!

Your CCS will be calculated using three components:

- Family Income
- Hours of Activity
- Hourly Rate Cap (currently \$14.29 for children below school age)

Remember, you will need to contact Centrelink when your family income increases or decreases and confirm your income with Centrelink by lodging your Income Tax Return by 30 June the following year.

The tax brackets and percentages listed below are correct for the 2024/2025 financial year. Centrelink also offers extra support for some families through the Additional Child Care Subsidy (ACCS) if you are: a grandparent; transitioning to work or experiencing temporary financial hardship. if eligible, you can apply for the ACCS through your MyGov account.

Family Income	CCS %
Up to \$83,280	90%
More than \$83,280 to below \$533,280	Decreasing from 90% by 1% for every \$5,000 of family income
\$533,280 or more	0%

Level of Activity

The hours of subsidised care per child you are eligible for from Centrelink each fortnight depends on the hours of recognized activities you do.

* Aboriginal and Torres Strait Islander children are eligible for at least 36 hours of subsidised care per fortnight, regardless of activity but still dependent on income.

Hours of recognised activities each fortnight	Maximum hours of subsidised care each fortnight.
Less than 8 hours	0 hours if you earn above \$83,820 24 hours if you earn \$83,280 or below 36 hours – Aboriginal and/or Torres Strait Islander child, regardless of family activity
8 to 16 hours	36 hours
More than 16 to 48 hours	72 hours
More than 48 hours	100 hours

What counts as Activity?

Recognized activities can include any of the following:

- paid work including being self employed
- paid or unpaid leave, including paid or unpaid parental or maternity leave
- unpaid work in a family business
- unpaid work experience or unpaid internship
- actively setting up a business.

They can also include any of these:

- doing an approved course of education or study
- doing training to improve work skills or employment prospects
- actively looking for work
- volunteering
- other activities on a case by case basis.

Higher CCS: If your family income is less than \$362,408 and have more than one child aged 5 or younger accessing child care, Centrelink will assess which children get the higher subsidy by working out the "standard rate child" and the "higher rate child/ren".

Withholding: the government withholds 5% of CCS paid to families until reconciliation at the end of every financial year. This balance will be paid back to families in their tax return if they are eligible and is to help reduce the likelihood of being overpaid. You can log on to your "MyGov account and change your activity level or details at any time, and if you have any questions regarding your personal financial situation, please contact Human Services by phoning 136 150 or www.humanservices.gov.au

Steps to Claim the Child Care Subsidy (CCS)

1. Steps to claim

- To claim online, you need a MyGov account linked to Centrelink.
- if you don't have a MyGov or Centrelink online account you'll need to set them up.
- if you can't claim online, call 136 150

2. Get your documents ready

- You'll need to get some supporting documents ready to help answer some of the questions in the claim. eg: Payslips

3. Make your claim

- a. Sign in to MyGov and go to Centrelink
- b. Select payment and claims form the Menu, then claims, then make a claim.
- c. Under families, select Get started.
- d. Answer all the questions. [Each screen has information to help you complete the claim. this includes how to submit your supporting documents.
- e. Submit your claim.
- f. **Note:** you'll need to complete a new claim for each child when they start childcare.

4. Track your claim

- After you submit your claim online, you'll get a receipt telling you:
 - that you've successfully submitted your claim
 - the ID number of your claim
 - the date we estimate your claim will be complete
 - a link to track its progress.

Centrelink will also let you know the result of your claim. they'll send an assessment notice to either your MyGov inbox; Centrelink online account; Express plus Centrelink mobile app. if you don't get electronic letters, they'll send your notice in the mail.

