

# FREQUENTLY ASKED QUESTIONS



## FAQS

### 1. Why is early learning important?

Considerable research demonstrates that children who start ahead tend to stay ahead.

Significant differences in children's development become evident by the age of two and these differences rarely close over time.

The education experienced during these early years until the age of five provide the most important foundation for the rest of a child's life.

### 2. What is the difference between 'daycare', 'childcare' and 'early learning'?

For those in the profession, these are more than just words – 'daycare' or 'childcare' gives the impression that the service we provide is simply a form of 'babysitting'. It's much more than that: it is care underpinned by education.

Early learning captures the essence of what Sentia is all about – trust, security, support and growth in an environment that promotes a lifelong love of learning.

### 3. For what ages is Sentia Early Learning designed?

We offer care and education for children from six weeks to six years (school age).

### 4. What are the operating hours?

Open from 7.30am to 6.30pm, Monday to Friday, 52 weeks a year. We are not open on weekends or public holidays.

## 5. Do the children receive meals?

Yes, we provide breakfast, morning tea, lunch, afternoon and a late snack on a four-week, seasonal rotation. Food is sourced locally and meals are cooked fresh onsite each day by our chef.

A nutritious diet is vital for children's development, so we make sure to provide meals that give children all the nutrients and energy they need.

Children love to eat together, so the meal times at Sentia are always fun!

## 6. Are nappies provided for babies and toddlers?

We provide nappies for your children and are happy to assist with any parents' toilet training efforts.

## 7. Enquiring about our services or enrolment process?

Contact us by any of these means:

Phone: 03 9629 9860

Email:

[info-riverside@sentia.vic.edu.au](mailto:info-riverside@sentia.vic.edu.au)

[admin-riverside@sentia.vic.edu.au](mailto:admin-riverside@sentia.vic.edu.au) or

[director-riverside@sentia.vic.edu.au](mailto:director-riverside@sentia.vic.edu.au)

Website: [www.sentia.vic.edu.au](http://www.sentia.vic.edu.au)

## 8. How do I enrol?

When you enrol at a Sentia Early Learning, we'll support you every step of the way.

Our Centre Director and Assistant Directors will invite you to take a tour of the centre first so you can see where your child will be cared for and to ensure you are comfortable with your decision.

They will then provide you all the information you need, including advice on the prevailing daily fees.

We encourage you to ask as many questions as you need. We are here to support both you and your child.

### 9. Can I enrol online?

Yes, please visit the 'Enrolment' tab on our website to create an account in 'XPLORE'.

Pending availability, we will be in touch about six to eight weeks before your requested start date to make an offer of enrolment via XPLORE. The link we send will prompt you to complete the Enrolment Form.

### 10. How much does it cost to send my child to Sentia Early Learning?

We recommend speaking with your Centre Director who will be able to provide you with the current daily fees.

### 11. What happens if my scheduled day falls on a public holiday?

Sentia along with all other providers in the sector closes for public holidays. If your scheduled booked day falls on public holidays, fees will still apply as staff and operating costs still need to be covered.

The Australian Government's Child Care Subsidy (CCS) covers up to 42 absence days a year, which includes public holidays. So unless you exceed this quota, you will be eligible for the CCS on public holidays.

### 12. Do I still need to pay for a scheduled day if my child is sick?

Yes, fees still apply for sick days.

The Child Care Subsidy will help offset the cost of up to 42 absence days a year.

### 13. What happens when we go on holidays?

Normal fees apply for all absences (including Public Holidays) that fall on a usual day of attendance.

Sentia has recently introduced a holiday discount of 50% for the two weeks encompassing Christmas and New Year regardless of whether you are taking the time off or not.

All other holidays planned outside these weeks will be charged at normal rate.

#### 14. What government rebates and benefits are available to families?

On 2 July 2018 the Australian Government introduced the Child Care Subsidy (CCS). CCS is paid directly to services and is processed as a credit to the family account.

Three things determine a family's level of Child Care Subsidy:

1. A family's annual adjusted taxable income determines the percentage of subsidy for which they are eligible.
2. An activity test determines how many hours of subsidised care families can access, up to a maximum of 100 per fortnight.
3. The type of child care service determines the hourly rate cap.

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

1. the age of the child (must be 13 or under and not attending secondary school)
2. the child meeting immunisation requirements
3. the individual, or their partner, meeting the residency requirements

Families can submit a new Child Care Subsidy claim using their Services Australia (Centrelink) online account through myGov.

*If you have any specific questions that have not been covered here, please contact us on 9629 9860. We would love to speak with you and provide further information.*

