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Welcome

Welcome to Cumberland City Council's Education and Care services. Council has a range of education and care services, including Long Day Preschools (LDPS), Out of School Hours Care (OOSH) and Cumberland Council's Family Day Care (FDC). All services are managed through the central administration unit at Council and follow Cumberland City Council Education and Care Guiding Principles, procedures and policies. This booklet will provide you with general information on all services and the individual contact information for each centre.

The services are owned and operated by Cumberland City Council and are not-for-profit services. Our aim is to deliver and maintain high quality standards according to the National Quality Framework and reflect on practices regularly to ensure continual improvement. All our services encourage and welcome parents and family members input into our services.



Vision

Empowering today's children to become tomorrow's future.

Mission

Cumberland City Council's Education and Care team are committed to educate and nurture children from all communities to be respectful, resilient and confident by providing an environment that is accepting, safe and inspiring.

Philosophy statement

Each service has developed a 'Philosophy' unique to their educators and families and these are available on Educa.

Ask your Centre Director for a copy. You are welcome to comment on the current philosophy and contribute your thoughts and ideas as our philosophies are updated regularly.

Guiding Principles, Procedures and Policies

It is the responsibility of each family to have an understanding of all guiding principles, procedures and policies to ensure the best quality education and care is provided for their children.

All Education and Care Guiding Principles referred to in this handbook are available at www.cumberland.nsw.gov.au/guiding-principles-councils-education-care-services. They are reviewed and updated regularly and family/educator input is encouraged and welcomed.

Fees and Charges

LDPS & OOSH: The only method of payment is via direct debit; please refer to the [Fees Guiding Principle](#).

Our services currently offer Child Care Subsidy (CCS) to eligible families. All families must apply directly through the Family Assistance Office - please phone on 13 61 50 for further information. The reduction of fees is based on families' gross combined income. For any information on CCS or fees in general, please speak to the Centre Director.

FDC: Please refer to information provided during your enrolment appointment and refer to the [Fees Guiding Principle](#) and Procedure.



Centre Management

Cumberland City Council owns and operates 13 education and care services that deliver a variety of programs. The Manager Children, Youth & Families has delegated authority to act as the Approved Provider for all services and Centre Directors are registered as Nominated Supervisors. Each service strives to exceed the standards set in the National Education and Care Regulations and Law and is assessed and rated under Australian Children's Education and Care Quality Authority (ACECQA). Information on ratings can be found at www.acecqa.gov.au.

Child Protection

Cumberland City Council's Child Protection framework supports children and young people having safe and happy experiences in our community, accessing our facilities and in the care of our services.

The Policy informs centre based Educators, FDC Educators, volunteers, students and contractors of their responsibilities when working with children. Education & Care focuses on how we can promote children's participation and maintain safe environments for children.

Cumberland City Council supports the active participation of children in our organisation and promotes respect, fairness and consideration for all. We listen to children's views, respect what they say and involve them when we make decisions, especially about matters that will directly affect them.

The Child Protection Policy and guidelines sets out expectations and requirements for recruitment and selection of educators, child protection notifications, reporting and responding to allegations.

For more information refer to the Child Protection Policy, Code of Conduct and Compliments and Complaints Management Policy at Council's website www.cumberland.nsw.gov.au/child-protection.

Cumberland City Council Education & Care Services

Long Day Preschools

Our centres are LDPS Centres that provide an educational and transition to school program. We operate from 7.00am to 6.00pm daily, Monday to Friday, Our long day care services operate for 50 weeks of the year, and close down for two weeks over the new year period.

Full-time and part-time care is available. The hours your child attends the service should be determined by the hours that you work/study plus reasonable travel time.

Auburn Long Day Child Care Centre

17 Northumberland Road, Auburn
Ph: 8757 9069 Mob: 0438 651 967
aldccc@cumberland.nsw.gov.au
7.00am until 6.00pm

Frances Fisk Child Care Centre

64 The Avenue, Granville
Ph: 8757 9072 Mob: 0436 110 007
ffccc@cumberland.nsw.gov.au
7.00am until 6.00pm

Friend Park Children's Centre

3 McKern Street, Wentworthville
Ph: 8757 9074 Mob: 0407 890 090
fpcc@cumberland.nsw.gov.au
7.00am until 6.00pm

Guildford West Children's Centre

50 Princes Street Guildford West
Ph 8757 9073 Mob: 0409 360 114
gwcc@cumberland.nsw.gov.au
7.00am until 6.00pm

Holroyd Children's Centre - Gumnut Grove (0-5) years

13 Windsor Road, Merrylands
Ph: 8757 9071 Mob: 0410 449 374
hccgg@cumberland.nsw.gov.au
7.00am until 6.00pm

Pemulwuy Children's Centre

1 Newport Street, Pemulwuy Ph: 8757 9085 Mob: 0418 297 063
pemcc@cumberland.nsw.gov.au
7.00am until 6.00pm

Wenty Children's Centre

100 Damien Avenue, Greystanes
Ph: 8757 9075 Mob: 0407 284 709
wcc@cumberland.nsw.gov.au
7.00am until 6.00pm

Out of School Hours Care

OOSH Services provide before and after school care during the school term and School Holiday Care (SHC) during school holidays for school aged children up to 13 years.

The centres provide a range of recreational activities in a safe and enjoyable atmosphere. Children can choose what activities they would like to do ranging from sport, art and craft, group games or quiet play.

SHC operates between 7.00am and 6.00pm. SHC is booked separately to OOSH.

Centres are open approximately 49 weeks of the year - closing 3 weeks at Christmas. During SHC, an extensive range of excursions are provided. Please check the detailed service program for more information.

SHC Booking Procedure and Payment of Fees

SHC bookings can be lodged on Council's website by completing an online booking form. You may also complete a booking form at one of Council's OOSH or LDPS centres. Payment must be made and the receipt number provided to the administrative team to ensure your booking is finalised. Payment cannot be refunded if you no longer require care or change the booked days.

If you require a fee estimation, please email with your details, days and CRN (Customer Reference Number from Centrelink).

Bookings are not secure until credit card details or a receipt number are received and processed by our administration team.



OOSH Contact Details

Guildford West OOSH

50 Princes Street, Guildford West
Ph: 8757 9077 Mob: 0419 120 575
gwoosh@cumberland.nsw.gov.au
OOSH opens 6.30am until 9.00am /
2.30pm until 6.00pm
SHC (including Double Digits)
6.30am until 7.00pm

Parramatta West OOSH

57 Auburn Street, Parramatta West
Ph: 8757 9078 Mob: 0408 241 513
pwoosh@cumberland.nsw.gov.au
OOSH opens 6.30 until 9.00am /
2.30pm until 6.00pm

Ringrose OOSH

18-36 Ringrose Avenue, Block K,
Greystanes
Ph: 8757 9081 Mob: 0418 442 153
rroosh@cumberland.nsw.gov.au
OOSH opens 6.30am until 9.00am /
2.30pm until 6.00pm
SHC 7.00am until 6.00pm

Sherwood Grange OOSH

50 Bruce Street, Merrylands
Ph: 8757 9082 Mob: 0419 632 885
sgoosh@cumberland.nsw.gov.au
OOSH opens 6.30am until 9.00am /
2.30pm until 6.00pm
SHC 7.00am until 6.00pm

Widemere OOSH

Nemesia Street, Greystanes
Ph: 8757 9083 Mob: 0417 647 310
woosh@cumberland.nsw.gov.au
OOSH opens 6.30am until 9.00am /
2.30pm until 6.00pm

Important Information about Excursions

On excursion days please have your child/children at the service by 8.00am as the excursion will leave on time whether your child has arrived or not. The service will not contact each individual parent to check if your child is attending prior to leaving for the excursion. Fees will not be refunded if your child does not arrive on time.

Cumberland Council Family Day Care

FDC is flexible, professional care provided in an Educator's home. In the scheme, educators are registered to care for a maximum of four (4) children 1-5 years of age or seven (7) children under 12 years of age – this includes their own children as per Education and Care Services National Regulations. The Educators are registered with Cumberland City Council and provide an alternative to centre based education and care. Home based Educators can operate education and care all hours every day.

Cumberland Council Family Day Care

74 Military Road Merrylands
Ph: 8757 9076 Mob: 0419 633 558 ccfdc@cumberland.nsw.gov.au
Office hours: Monday – Friday 8.00am until 4.30pm



Settling In

We work in partnership with families to secure a caring environment for your child, whilst building a relationship based on communication and trust.

All children react differently to new situations. Be patient with your child, some children adjust readily whilst others may take time. Please be honest with your child when leaving them at the service. Don't say you will be back in a minute or try to slip out the door unnoticed - this only causes your child to become more distraught which could prolong the settling in process.

Separation can be difficult, therefore after you say goodbye it is best to leave as quickly as possible. If you are concerned about your child, you can contact the service by phone or email to see how they are settling in.

It is a requirement for you and your child to attend an orientation visit before your child begins care. This will enable your child to be introduced to the Educators and explore the centre with you by their side. Following the visit, it is important that positive conversations are held about the child's first experience - remember your feelings will be noticed by your child.

It is important you read all information given to you and let us know if you have any questions.



Arrival and Departure

On arrival, children must be signed in on arrival and out on departure each day. The services use an electronic device to record the children's attendance. Each family has a pin to sign their child in and out of the service. People listed as the child's emergency contact or who are authorised to drop off and pick up the child, will also have a pin which is generated by Smart Central. Families are reminded not to share their pins. People who do not regularly drop off or pick up the child, will be able to sign the child in or out via the paper copy of the roll.

The exact times and absences must be recorded. It is a legislative and safety requirement for you to bring your child into the service; it is not acceptable to allow a child to go from the car to the door or the gate by themselves, regardless of age.

Families must nominate on the enrolment form people who are permitted to collect their child. If unforeseen circumstances arise and a person who is not nominated on the form is required to collect the child, the parent must contact the service and provide written permission. Photo identification will be required when the person arrives to collect the child.

If an unknown person arrives they will not be permitted to take the child.

The person collecting the child must be 18 years or over, or written permission must be provided by the parent or guardian.

What to Bring

Everything your child brings to the service must be clearly labelled with your child's name and be suitable for current seasonal conditions. Weather can change suddenly, it is important to have clothes for both warm and cold days.

All care is taken with the children's belongings but it is essential that all items are labelled to ensure they can be returned.

In winter please send your child with a warm jacket/coat and hat for outdoor play. Consider clothing and footwear that allows freedom of movement so your child is comfortable to play and rest. Thongs or poorly fitting shoes can be dangerous. Please send your child in non-slip shoes like sneakers or sandals, no thongs or slip-ons.

A sun hat and sunscreen are also essential items for each child as outlined in our [SunSmart Guiding Principle](#) which is endorsed by the Cancer Council. It is important to discuss any additional items that may be required depending on your child's age and development before your child commences care. Please note that laundering of clothes is the responsibility of the parent. Soiled clothing will be returned in a separate bag. Please refer to [Children's Clothing Guiding Principle](#). This is a practice recommended by NSW Department of Health.

Rights and Responsibilities

All services aim to establish a warm and caring environment in which children grow and learn within a set of reasonable and developmentally appropriate guidelines. We promote cooperation, independence, self-esteem and positive behaviours guided by the principles in the United Nations



Convention of the rights of the child.

Educators set limits, provide choices and encourage conversation as a means of expressing needs, wants and feelings. We work alongside families to promote positive techniques and acceptable behaviours. Please refer to [Guiding Children's Behaviour Guiding Principle](#) for more information.

Reflection and Documentation Framework

Council's Education and Care program is based on Council's [Reflection and Documentation Framework Guiding Principle](#) which was developed to provide a benchmark to support and guide our Educators in providing a holistic teaching approach. These principles, in conjunction with the EYLF and My Time Our Place (MTOPI), provide a foundation for an inclusive environment which we believe is fundamental in the provision of quality education and care for all children.

Our aim is to enrich children's learning and to provide support and guidelines to assist our Educators in providing and facilitating these learning

opportunities.

Educators who are attuned to children's thoughts and feelings support the development of a strong sense of wellbeing and they interact positively with children and guide their learning. Learning outcomes are most likely to be achieved when Educators and families work in partnership. Children progress well when families and Educators are supportive and positive about their learning, therefore families are encouraged to have input and feedback into the program.

When Educators respect the diversity of families and communities and the aspirations they hold for children, they are able to foster children's motivation to learn and reinforce their sense of themselves as competent learners.

Children's learning is ongoing and each child will progress and develop in different and equally meaningful ways. Learning is not always predictable. Educators plan for each child to develop to their full potential.

Our [Reflection and Documentation Framework Guiding Principle](#) outlines the minimum standard that is

expected for our services. When used in conjunction with the EYLF and MTOPI principles, children will be provided with high quality, stimulating environments and programs which will have a significant and positive impact on their involvement and success in learning.

Children's development and interactions with their environment are documented in a range of ways i.e. electronic documenting tool (EDUCA), project work and displays around the service and special events.

We also ensure that children will have opportunities to engage in a wide range of learning experiences and meet the outcomes identified in the EYLF. The whole child including their socio-cultural experiences are all taken into consideration.

Photo Permission

The Education and Care National Regulation states in Part 4.1, 74 that the service will document the child's assessments and evaluations for the delivery of the educational program. This is done through programming, observations and photos. All children will have developmental records written by Educators



within the service and this will include photos of the child for their Educa profiles. If any photos are to be used for publicity purposes then parents, carers and guardians will be notified and written permission will be requested. Parents, carers and guardians can choose for their child's photos to be used - please see the publicity section within the enrolment form where it asks you to sign to give permission.

Centre Based Care

All services are staffed by experienced, qualified and caring Educators who possess a wide range of skills and qualifications for working with babies, children and young people.

Educators understand the importance of family when educating and caring for children and believe that families are their child's first teachers. They recognise that each family is unique and individual and therefore encourage the families to become actively involved in the care of their children, and parents are encouraged to share important information with the services. Educators regularly attend in-service and professional

development training to maintain the high standard of education and care for your child.

Home Based Care – Family Day Care (FDC)

FDC Educators are part of the education and care team working in your local community to provide high quality professional education and care for your child. The Educators own their own business and earn an income from home while still caring for their own families. Educators are selected after careful screening procedures have been completed, taking into consideration their experience, suitability of their home and their ability to provide quality care for children. The Educator's own family experiences are a valuable addition to how an Educator runs their service. The Educator's own family is considered and the safety of the home is paramount.

FDC Educators are supported by regular home visits carried out by the Child Development Officers. They will check on how your child is settling into care and will contact you via email or as needed regarding your child's progress. FDC can provide alternate relocation care for emergencies

and care to support shift workers if positions are available. FDC can provide care for evenings and weekends if vacancies exist.

Families & Communication

Methods of Communication

We believe that open and honest communication is of extreme importance for the whole team - families, children and Educators. It is important that we share relevant information with each other, keeping each other updated on your child's well-being.

We do this in various ways depending on the age of your child. Educators will hold general conversations with you at arrival and departure times, as well as record information in regards to routine times such as toileting, feeding and sleeping.

Each child has their own Educa profile documenting their development and experiences throughout the year. Profiles provide developmental information for reflection, assessment and planning. They enable meaningful and on-going partnerships between families

and Educators. Entries are made on a regular basis and families are encouraged to share any experiences about their child. Children are also encouraged to reflect and add to their profiles. Refer to [Reflection and Documentation Framework Guiding Principle](#). The service encourages feedback and ideas through family communication stations and feedback sheets.

Quarterly eNews is distributed via email to ensure educators and parents are kept up to date with items of interest and special projects or events at the service. As this is the most efficient method of keeping everyone informed, it is important that you read the eNews via email. Please refer to our [Communication with Families Guiding Principle](#) for more information.

Once your child has started attending a Cumberland City Council Education & Care service or a FDC Educator's home, allow a little time at the beginning or end of the day to talk to your Educator, so that small concerns don't develop into big issues. If you keep the communication lines open, it will be easier for you both to maintain a positive relationship.

If you have any questions or concerns related to any area of the service, it would be appreciated if you approach the Centre Director as soon as possible.

Compliments & complaints

Compliments, enquiries, concerns or complaints are all welcomed. Parents at any time may discuss issues with Educators or the Centre Director. Most of the time, issues can be solved with open communication. If required, we will follow clear dispute handling and grievance procedures to ensure that any concerns will be handled fairly and sensitively.

If you have a problem which relates directly with the Centre

Director or you are not happy with the end result, you may contact Catherine Zammit, Manager Children, Youth & Families at Cumberland City Council on 8757 9725 or 0419 632 325.

For information regarding the complaint management process, please refer to Council's Compliments & Complaints Management Policy and Guidelines which can both be found on the website www.cumberland.nsw.gov.au/compliments-and-complaints.

If, after following the procedure outlined in the Policy, you are still unsatisfied with the result, you may contact the Department of Education & Communities on 1800 619 113 or Cumberland City Council's General Manager on 8757 9000.

Interpreter Service

An Interpreter service is available through Council – Telephone Interpreter Service 131 450.

Confidentiality

Confidentiality is of utmost importance within our education and care services. Educators, volunteers and students sign agreements that confidential information will not be discussed at any time with other parents, carers and Educators.

Code of Conduct

The [Education and Care Code of Conduct](#) is a supplement to [Cumberland City Council's Code of Conduct](#) where rules apply by legislation. This Code of Conduct will clarify standards of behaviour that are expected from educators, parents, families and children of Cumberland City Council's Education and Care services.

Gifts and Benefits

Council's Code of Conduct policy includes gifts and benefits and it outlines all Educators' obligations:

Centre Based Educators/FDC Educators must never demand or request any gift, benefit, travel or hospitality for themselves, or anyone else in connection with their Council work or public duties. They are never to accept any gift, benefit, travel or hospitality if they think that the person offering the gift, or a fair observer, might think they would be influenced in the way they do their job as a result of the gift.

The offer of cash or a voucher of any amount is never considered acceptable. Vouchers, expensive items and alcohol are considered inappropriate and would be refused. Please do not under any circumstance make an offer as it will be refused.

Centre Based Educators/FDC Educators will decline offers of gifts, benefits, travel and hospitality from an individual or organisation which they know to have any matter before Council, or against whom Council is taking or proposing to take action.

Centre Based Educators/FDC Educators are not allowed to accept gifts. If you wish to purchase a gift, please consider a book for the service - the service will place a sticker inside the book to say it was donated by your child.

All gifts offered, although refused must be declared by Educators/FDC Educators so it is best not to offer gifts, so that you are not offended by the refusal.

Health, Nutrition & Wellbeing

Illness and Medication - Health and Hygiene

In our environment it is very difficult to avoid the spread of infection with illnesses. Even though the children are encouraged to use good hygiene practices, children often cough, sneeze, and dribble, which can easily infect others.

When children are feeling unwell and lethargic the best place for them is at home. Children who are not well enough to participate in the program are not well enough to be in care and will be sent home. For more information see our [Infectious Diseases & Illness Exclusion Guiding Principle](#).

Thank you for your understanding and assistance in minimising the spread of illness and infection. If your child does require medication to be administered, you must follow our [Medication Guiding Principle](#).

IMPORTANT - MEDICATIONS IN ANY FORM MUST NOT BE LEFT IN YOUR CHILD'S BAG.

Respect for one another during illness is essential. Hand washing is the best practice to prevent the spread of infection. Please refer to [Cleanliness and Hygiene Guiding Principle](#) for more information.

Emergencies, Accidents and Incidents

Emergency exits are kept clear and accessible at all times and emergency numbers are displayed throughout the service. If an emergency occurs families shall be contacted as required. Educators practice emergency/evacuation and lock down drills with children regularly. Emergency procedures and evacuation plans are displayed at each exit point in all rooms. Fire safety and evacuation procedures are discussed with the children regularly. Please see our [Emergency Response/Critical Incident Guiding Principle](#) for more information.

All accidents are recorded and reported on an Accident Report Log

Sheet that parents are asked to sign to acknowledge that they have been informed of the accident on arrival at the service. If sent home to seek medical attention, an injury/illness letter will be sent home with the child. Educators hold First Aid, Asthma and Anaphylaxis certificates and parents or the emergency contacts are contacted if medical attention is required. All medication/dental and ambulance expenses are at the expense of the parent and therefore families are encouraged to consider ambulance cover for their child.

It is important that the service has up to date information regarding emergency contacts. It is your responsibility to advise the service of any changes to either via rates/payment section on Council's website or via email to the centre's email address. The enrolment form must be completed and updated each time there are changes. The enrolment form records the child's Medicare number and the name and telephone number of their family doctor. For more information please refer to our [Accident, Incident & Trauma](#) and [First Aid](#) Guiding Principles.

Nutrition, Special Dietary Needs and Allergy Awareness

Depending on the service type, a range of nutritious, well-balanced and varied meals and snacks are provided for the children. Water is available at all times throughout the day and children are offered both water and milk with morning and afternoon tea. The menu is prepared in accordance with the guidelines set by the NSW Health and ACECQA.

Services also incorporate different programs to promote healthy eating and adequate physical exercise. Children have drink bottles to help monitor their recommended daily water intake as recommended by [healthykids](#).

LDPS/OOSH Families are asked to inform the service of any special dietary or cultural requirements so that we can cater for individual needs. Menus are displayed in each centre.

Families are requested not to bring food into the centre due to food allergies and food handling reasons. Please refer to [Healthy Lifestyles & Wellbeing Guiding Principle](#).

We provide cow's milk, full fat milk for under 2 year olds, and low fat milk for 2-13 year olds, as well as basic soy products. Any formulas must be provided by the family. Breast milk must be provided in bottles, labelling all parts of the bottle. Alternatively, mothers are welcome to breast feed a child in a private comfortable space at the centre.

FPCC/FDC/SCM Parents provide their children's meals and snacks. Any special requirements e.g. bottles of formula or milk, are supplied by parents. We recommend the importance of a nutritious and balanced diet to be provided for your child - please discuss this with your Educator.

LDPS/OOSH - We only serve children food prepared at the centres.

SHC/FPCC/SCM/FDC - Families supply food for their own child and it is not shared with other children. This assists us in being accountable for what the children are eating at all times while they are in our care – refer to [Healthy Lifestyles & Wellbeing Guiding Principle](#).

Rest Time

Due to National Requirements, every child should have the opportunity to rest each day. Children are encouraged to sleep or relax for a reasonable length of time before being offered the option of quiet activities.

The 0-5 centre based care services provide all sleeping linen. For FDC please discuss sleeping linen requirements with your Educator. Please refer to [Sleep/Rest Guiding Principle](#) for more information.

Our routines are flexible and allow for children to seek rest and relaxation throughout the day.

Immunisation

An Immunisation History Statement issued by the Australian Immunisation Register as proof of immunisation status will be required when enrolling. The service needs to sight the original and keep a copy of these records. This is in accordance with the Public Health (Amendment) Act 2010 and the Public Health Regulations 2012.

As of January 2018, new children who are unvaccinated, due to their parents' conscientious objections, will be unable to enrol into child care services. Children who cannot be vaccinated due to a medical condition or who are on a recognised catch-up schedule, will still be eligible for enrolment, given the appropriate documentation is signed by a medical practitioner and has been provided. It is an offence for Nominated Supervisors and Approved Providers not to comply with the new regulations. It will also be an offence to falsify or forge vaccination certificates.

If you have further questions regarding immunisation you can contact the Immunise Australia Information Line on 1800 671 811 or at www.servicesaustralia.gov.au/individuals/medicare.





CUMBERLAND
CITY COUNCIL

PLEASE NOTE:

If you have any other questions that have not been answered please speak to your Centre Director.

Further Reading

[Children \(Education and Care Services\) National Law \(NSW\)](#)

Australian Children's Education and Care Quality Authority (ACECQA)
[Education and Care Services National Regulations](#)

Australian Children's Education and Care Quality Authority (ACECQA)
[National Quality Standard](#)

[Australian Government Department of Education, Skills and Employment](#)
[National Immunisation Program Schedule](#)

[Cumberland City Council Education & Care Guiding Principles](#)

[Cumberland City Council Child Protection Policy](#)

Your family's journey with Cumberland City Council Education and Care will be rich in education and will support all aspects of your child's individual development.
