



FAMILY HANDBOOK

SERVICE DETAILS

 120 Hindman Street,
Port Macquarie NSW 2444

 02 6583 1147

 www.playtimeport.com.au

 admin@playtimeport.com.au



SERVICE HOURS

 7:30am - 5:30pm

SERVICE APPROVAL

 SE-40024486

Acknowledgement of Country and Traditional Owners

We acknowledge the traditional custodians of the land on which our services operate and pay our respects to the Elders, past and present, of this land who, long before us, lived, loved and raised their children on this land.

We also acknowledge the Aboriginal and Torres Strait Islander families in our community and their deep physical and spiritual connections to land, sea, sky and waterways.



Hello There!

A very warm welcome to Playtime Childcare.

Thank you for choosing to place your trust in us during such an important stage of your child's life. We understand that beginning care, changing routines, or joining a new service is a big step for families, and we genuinely value the opportunity to be part of your child's early learning journey.

At Playtime, we believe childhood should feel safe, joyful, inclusive and full of opportunity. Our centres are built around child-led learning, meaningful relationships, and creating an environment where every child feels they belong. We know that no two children are the same, and we work closely with families to understand each child's individual needs, strengths, interests and routines.

Our educators are passionate about creating calm, engaging spaces where children can explore, build confidence, form friendships and develop at their own pace. We also know that strong partnerships with families and our community are what make early childhood education truly successful, and we encourage open communication, questions, feedback and collaboration at every stage.

This handbook has been designed to help you understand how our service operates day to day, including enrolment requirements, routines, policies, accounts, communication processes and the practical information families often need when starting care.

As Approved Provider, my commitment is to ensure Playtime remains a service where child safety is paramount and all Children, Families and our staff feel valued, heard and genuinely cared for through transparent leadership, strong governance and a senior management team who care deeply about what they do each day.

We are so pleased to welcome your family into our Playtime community and look forward to sharing this important chapter with you.

Warm regards,

Jesse Webber





Playtime Vision

‘Endless Learning Opportunities for Every Child’

Playtime Mission

At Playtime, our mission is to nurture a love of learning and discovery by providing high-quality, inclusive early education and care in a safe, supportive, and engaging environment. We are committed to offering each child the opportunity to explore their individual potential through meaningful play, enriching experiences, and strong, respectful relationships.

We strive to partner with families and the wider community to reflect and celebrate diverse cultures, values, and perspectives in our programs. Through collaboration, curiosity, and care, we aim to lay a strong foundation for lifelong learning and wellbeing—ensuring every child is empowered to thrive today and into the future.

Playtime Values

P

Partnerships

We value strong, respectful partnerships with families and our community.

We believe that collaboration between educators, children, and families builds a supportive and inclusive environment where every child can thrive.

L

Learning Through Play

We embrace play as the foundation of all early learning.

We provide rich play based experiences that foster creativity, problem solving, and a life long love of learning.

A

Acceptance

We embrace diversity and believe that inclusion is not at the exclusion of all others.

Playing and learning together in an environment where all are welcome.

Y

You Belong

We nurture a sense of belonging for every staff member, child and family.

We strive to create warm, welcoming spaces where children feel secure, connected, and confident to explore the world around them.

playtime
at beechwood . at port . at wauchope



In relation to Children

Children are at the heart of everything we do. Their safety, wellbeing and best interests are our paramount consideration and guide every decision made within our service. We believe every child is capable, competent and full of potential, with their own unique strengths, interests, culture and identity.

We are committed to creating environments where children feel safe, secure and valued. Through play, meaningful relationships and child-led learning experiences, children are supported to develop confidence, resilience, independence and a lifelong love of learning while fostering a strong sense of belonging within our Playtime community.



In relation to Families and Community

Positive outcomes for children are built upon strong, respectful and professional relationships between educators, children and families. We value the knowledge, experience and dedication our educators bring to their roles and support them to continually reflect, learn and grow.

Through collaboration, open communication and ongoing professional development, our team works together to create warm, welcoming and inclusive environments. We believe every educator contributes to the culture of our service and plays an important role in supporting children and families to thrive.



In relation to Educators

Positive outcomes for children are built upon strong, respectful and professional relationships between educators, children and families. We value the knowledge, experience and dedication our educators bring to their roles and support them to continually reflect, learn and grow.

Through collaboration, open communication and ongoing professional development, our team works together to create warm, welcoming and inclusive environments. We believe every educator contributes to the culture of our service and plays an important role in supporting children and families to thrive.



In relation to the Curriculum

Our curriculum is guided by the Early Years Learning Framework, the National Quality Framework and the voices of the children, families and communities we serve. We believe children learn best through play and provide opportunities that encourage exploration, discovery, creativity and critical thinking.

Learning experiences are responsive to children's interests, strengths and emerging skills. Through intentional teaching and meaningful interactions, children are supported to progress at their own pace while building confidence, wellbeing and a strong foundation for lifelong learning.



In relation to the Environment

The environment is recognised as an important part of children's learning, development and wellbeing. We strive to create spaces that are safe, inclusive, engaging and reflective of the children and families who use them.

Our indoor and outdoor environments are designed to encourage exploration, independence, creativity and connection. Through thoughtfully selected resources and opportunities to engage with the natural world, children are encouraged to develop respect for themselves, others and the environment around

MEET THE SERVICE LEADERS

Playtime at Port



Jesse Webber

Approved Provider

Jesse is the Approved Provider and Director of Playtime Childcare Pty Ltd and oversees the governance, leadership and operation of Playtime's services. As a local mother of three and experienced business owner, she is passionate about creating inclusive early learning environments where every child feels safe, valued and supported to thrive. Jesse works closely with the leadership team to ensure Playtime remains focused on high-quality education, strong family partnerships and providing endless learning opportunities for every child.

Tegan Houghton

Regional Director

Tegan supports the leadership, operations and ongoing quality improvement across Playtime's services. Having worked in Early Childhood Education and Care since 2006, she has held roles including Educator, Room Leader, Centre Director and Area Manager. Tegan is passionate about inclusive practices and creating environments where children, families and educators feel supported, respected and empowered to reach their full potential.



MEET THE SERVICE LEADERS

Playtime at Port



Ellie Simpson
Centre Director

Ellie is the Centre Director at Playtime at Port and has worked in Early Childhood Education and Care for almost 15 years. Holding a Diploma in Early Childhood Education and Care, Ellie is passionate about creating a safe, nurturing and engaging environment where every child feels valued, supported and encouraged to learn through play. She is dedicated to building strong relationships with children, families and educators and takes pride in fostering a warm and welcoming centre community where children can grow in confidence, curiosity and belonging.

Tammie Hancock
Educational Leader

With over a decade of experience in early childhood education, Tammie brings a wealth of knowledge, creativity and enthusiasm to the Playtime team. As our Educational Leader and a Diploma-qualified educator, Tammie supports and inspires her fellow educators, sharing her knowledge and encouraging meaningful learning experiences. A fantastic team player with a fun-loving personality, Tammie's creativity and passion for early childhood education shine through in everything she does.



THE PRE-SCHOOL TEAM

Playtime at Port



Stephanie Nelson

Room Leader

Steph leads our Pre-School Room and is passionate about supporting children as they develop confidence, independence and school readiness skills. She enjoys creating engaging learning experiences and building positive relationships with children and families that foster a strong sense of belonging.

Tilly Pratt

Educator

Mel supports educators across Playtime to deliver engaging, high-quality learning experiences that reflect children's interests, strengths and developmental needs. She is passionate about supporting educator growth, curriculum development and creating inclusive learning environments where every child can thrive.



Hailee Carson

Trainee Educator

Hailee is currently completing her traineeship in Early Childhood Education and Care and is passionate about supporting children as they learn, grow and build confidence. She enjoys being part of each child's early learning journey and creating a caring environment where children feel encouraged and supported.



THE PRE-SCHOOL TEAM

Playtime at Port



Kay Comer

Educator

Kay is a valued member of the Playtime team who is known for her calm, efficient and gentle nature. She enjoys building positive relationships with children and families and takes pride in creating a nurturing environment where children feel safe, supported and encouraged to learn, grow and thrive.

Prab Kaur

Educator

Prab works across both across both learning environments within our service, supporting children and educators. Prab is passionate about building positive relationships and creating inclusive experiences where every child feels valued and supported to learn and grow.



MEET THE JUNIOR ROOM

Playtime at Port



Ashleigh Rogencamp

Room Leader

Ash is passionate about building strong relationships with children and families and creating meaningful learning opportunities through play. She values each child's individuality and strives to create an environment where children feel safe, supported and confident to explore the world around them.

Deb Kennedy

Educator

Deb holds a Certificate III in Early Childhood Education and Care and brings 19 years of experience to the Playtime team. She is passionate about building strong relationships with children and families and enjoys fostering creativity, imagination and a love of the natural environment through play-based learning.



Prab Kaur

Educator

Prab works across both across both learning environments within our service, supporting children and educators. Prab is passionate about building positive relationships and creating inclusive experiences where every child feels valued and supported to learn and grow.



Service Philosophy

Playtime at Port believes that play is the language of childhood, the foundation of learning, and the key to unlocking every child's potential. Every child deserves the opportunity to grow, explore, and thrive in their own way and at their own pace. Through play, we empower children to embrace their individuality, build meaningful connections, and develop a lifelong love of learning.

The Power of Play

We recognise that play is as diverse and unique as the children engaging in it. Within Playtime at Port, we celebrate:

Creative Play: Where imagination takes the lead and endless possibilities are explored.

Constructive Play: Where children build, design, and problem-solve, nurturing their creativity and critical thinking.

Physical Play: Where movement and activity promote physical health, confidence and coordination.

Social Play: Where friendships are forged, empathy grows, and collaboration is practised.

Solitary Play: Where children delve into their inner worlds and develop independence and self-awareness.

Exploratory Play: Where curiosity is sparked, new concepts are discovered, and children connect with the world around them.

Through these forms of play, every child at Playtime at Port has the right to develop skills, gain confidence and experience the joy of discovery.

Endless learning opportunities for every child

Our vision, "Endless learning opportunities for every child", is more than a slogan - it is our promise. Playtime is a space where children are seen, valued, and supported as they navigate their own paths. Whether they are climbing to new heights, painting their wildest dreams, or role-playing a world of possibilities, each child is respected as an individual and empowered to grow holistically.

At Playtime, we enable every child to:

Be Brave: Taking risks in a safe and supportive environment.

Be Curious: Asking questions, testing ideas, and fostering a love of discovery.

Be Themselves: Celebrating their unique strengths, interests, and identities.

A Community of Care

We understand that learning does not happen in isolation. Our relationships - with children, families, educators and the community - are central to everything we do. We nurture these connections with respect and care, creating a strong, inclusive foundation for our shared journey.

We honour the role of families as a child's first and most important teachers, and we work alongside them to build a community where every child can succeed.

A Commitment to the Rights of Every Child

Playtime at Port is built on the belief that every child has the right to:

- Feel safe, loved, and included.
- Explore and experiment freely in their own way and time.
- Learn through play in an environment that fosters joy, curiosity, and growth.

By embracing the power of play, we provide endless opportunities for children to develop confidence, resilience, and a deep sense of belonging.

Our Promise:

At Playtime, we are more than a service - we are community, a safe space and a place where children and families thrive together. With endless learning opportunities, a commitment to play, and a heartfelt dedication to every child, we are proud to guide children on their journeys of discovery, growth, and joy.





Education

PROVIDER APPROVAL

Section 15, *Children (Education and Care Services) National Law* (NSW)

This approval authorises the provider named below to deliver education and care services subject to any conditions listed below.

Approval number PR-40034028

Provider details PLAYTIME CHILDCARE PTY LTD
19 Trade Circuit
WAUCHOPE NSW 2446

Conditions

- The conditions are set out or referred to in section 19 of the Children (Education and Care Services) National Law (NSW), which include any conditions prescribed in the Education and Care Services National Regulations.

Granted under delegation by:

Senior Assessment and Risk Officer
Early Childhood Education
Delegate of the Secretary, Department of Education
Issue Date: 2 November 2023

Date Approval Granted: 2 November 2023





Education

SERVICE APPROVAL (SE-40024486)

Section 48, *Children (Education and Care Services) National Law (NSW)*

Name of education and care service

Playtime at Port

Location of education and care service

120 Hindman St, PORT MACQUARIE, NSW 2444

Name of approved provider

PLAYTIME CHILDCARE PTY LTD

Maximum number of children

This service is approved to provide education and care to a maximum of 24 children.

Condition

The approved provider must comply with the conditions of Section 51 of the *Children (Education and Care Services) National Law*, and the requirements of the *Education and Care Services National Regulations*.

Granted under delegation by:**Assessment and Risk Officer**

Early Childhood Education

Delegate of the Secretary, Department of Education

Issue date: 28 November 2024

Date Approval Granted: 3 November 2022



Enrol with Playtime at Port using the OWNA Childcare App.

At Playtime, we use OWNA as our main family communication platform and an important part of how we manage your child's enrolment, bookings, accounts and daily connection with our service. OWNA allows families to stay informed and connected in real time. Through the app, you can view important notices, receive centre updates, access invoices and statements, approve enrolment information, update personal details, communicate directly with the service, and view your child's learning documentation and daily records where applicable.

It is also where important service documents are shared, including policies, reminders, newsletters, statements of entitlement, booking confirmations and notices relating to your account or attendance.

We ask all families to ensure the app is downloaded, notifications are turned on, and details are kept current at all times. This helps us maintain clear communication and ensures you receive important information as it is released.

Your child's enrolment cannot be fully activated until all required enrolment details, permissions and confirmations within OWNA have been completed, including acceptance of your enrolment information and Child Care Subsidy requirements where applicable.

Please use the QR code below to download OWNA and follow the prompts to connect to our service.

If you need any assistance navigating the app, understanding invoices, statements or account information, our team is always happy to help.

OWNA plays an important role in keeping communication simple, transparent and accessible between families and our service, and we it is strongly encouraged for our families to become familiar with this app and check it regularly as part of their daily connection with Playtime.



THE 'NITTY GRITTY'

A Few Practical Things

- Please ensure all belongings are clearly labelled, including bags, hats, drink bottles, bedding and spare clothing. If your child is toilet training please ensure you pack extra changes of clothes.
- Children should bring a labelled water bottle, sun-safe hat and weather-appropriate spare clothes each day.
- Clothing should allow children to comfortably participate in play, outdoor learning and messy experiences.
- Playtime provides sunscreen; however, families are welcome to provide their preferred sunscreen if required.
- Playtime also provides Nappies, Wipes and Formula.
- Please notify the service of absences, changes to collection arrangements or updated contact details as soon as possible.
- If someone different is collecting your child, they must be listed as an authorised nominee prior to collection.
- Sharing important information about your child's wellbeing, routines or changes at home helps us provide the best possible support throughout the day.
- We welcome simple birthday celebrations. Please speak with educators before bringing anything into the service.

Enrolment, CCS and Start Strong

Once your enrolment has been submitted through OWNA, families must also confirm their enrolment through their myGov/Centrelink account. This includes accepting the enrolment and confirming the Complying Written Arrangement (CWA) to ensure Child Care Subsidy (CCS) can be applied correctly.

Eligible families may also receive fee relief through the NSW Start Strong Program. To ensure all applicable funding can be applied, families should ensure their enrolment details remain accurate and up to date. Where enrolment confirmations have not been completed, full fees may apply until funding arrangements are finalised.

THE 'NITTY GRITTY'

Accounts and Fee Payments

Fees are paid by direct debit and accounts are required to remain two weeks in advance at all times. Please see our Fee Policy and Procedure for more information.

It is imperative that your families CWA and DDR form are signed prior to your child beginning with our service.

Statements are issued through OWINA and families can monitor balances there.

During the first eight weeks following enrolment, accounts are closely monitored to ensure Child Care Subsidy is correctly linked, payments are processing as expected, and account balances are settling accurately.

Important to Know

- Child Care Subsidy (CCS) entitlements are assessed and administered by Centrelink and not by the service.
- Children must meet the immunisation requirements applicable to Child Care Subsidy eligibility.
- Families are encouraged to regularly review their OWINA statements and account balances and notify the service if they have any questions regarding their fees or subsidy information.

If Payments Fail

If a direct debit is unsuccessful, our team will be in touch to discuss the account. We value open and respectful communication and encourage families to speak with us early if they are experiencing any difficulties.

THE 'NITTY GRITTY'

Arrival, Departure and Privacy

All children must be signed in and signed out each day by a parent, guardian or authorised nominee using the service sign in system.

Sign in and sign out records form part of our legal attendance requirements and must be completed accurately each day.

Children cannot be released to any person not authorised by the enrolling parent or guardian. Families are asked to notify the service if arrival times will be significantly delayed or routines change for the day.

For child safety and privacy, families must not take photos, videos or recordings of other children whilst at the service.

Images shared through OWNA remain for personal family viewing only and must not be shared publicly where other children are visible.

Every child has the right to privacy, dignity and respectful protection of their image while attending the service.

Playtime follows family permissions carefully in relation to photographs, learning documentation and social media use.

Protecting the rights, dignity and safety of every child always comes before convenience, and we appreciate families helping us uphold this every day by not bringing their mobile devices into the service where possible, and if necessary they are not to be used within the service.



THINGS FAMILIES OFTEN ASK IN THE FIRST MONTH

Absences

Please mark absences through OWNA as early as possible.

Child Care Subsidy allows for a limited number of absence days each financial year, and absences still attract the normal daily fee where CCS rules apply. Please chat with our Centre Director if you require clarification on this.

Additional Days or Swaps

Additional days or booking swaps may be requested through the service and will be accommodated where vacancies are available. To ensure consistency for children and effective room planning, permanent bookings are prioritised.

Public Holidays

If your regular booked day falls on a public holiday, normal fees apply in line with Child Care Subsidy requirements. This allows us to continue meeting the ongoing costs of providing a safe, high-quality early learning environment for children and families.

Illness

Children who are unwell should remain at home until they are well enough to comfortably participate in the daily program. If your child becomes unwell while attending the service, a parent or authorised nominee will be contacted and asked to collect them.

Medication

The administration of medication is managed in accordance with Playtime's Dealing with Medical Conditions in children Policy and Procedure. Families will be asked to provide additional information or documentation where required.

Special Events

Throughout the year, children and families may have the opportunity to participate in special events, celebrations, incursions, excursions and community activities. These experiences help enrich children's learning and strengthen connections within our Playtime community.



Parent Resources

Scan to see more parent
resources and information





Title of Image/s: Barrangga Barray (Sunset over Country)
 Date: Created 2025
 Artist: Jye Donovan
 Copyright of Image Jye Donovan Trading under Yulinba Consultancy



"This artwork entitled Sunsets on Country, is brought to life with the sunset tones of Biripi country. Scattered through out the image are significant totems to the Northern Biripi people. Aboriginal culture is told in song, story, art and dance, and in our Artwork we use symbols to create significant connections and relationships with country. Encompassed in this piece are series of u shaped symbols that in some parts represent mountains, but most of the symbols in this image represent people. Our connection to each other and our connections to this country."



