



# Your rights and responsibilities at Goodstart.

*At Goodstart, children thrive when families, educators, and our community work together. This document outlines your rights as a Goodstart family, so you can be confident your child's wellbeing, learning, and development are our priority.*

## Your Rights as a Goodstart Family include the right to...

1. **Quality care and learning** – to receive an early learning experience that supports your child's wellbeing, learning, and development.
2. **Privacy and confidentiality** – to know your personal information is protected and secure.
3. **Clear information** – to understand what personal information we collect, why we collect it, and to access your family's records.
4. **A safe and supportive environment** – for both you and your child.
5. **Access to our centre** – to visit at any time during operating hours (in line with Regulation 157 of the Education and Care Services National Regulations).
6. **A voice in your child's learning** – to be part of decision-making and planning around your child's learning, care, behaviour guidance, inclusion needs, and medical plans.
7. **Choice and flexibility** – Families may request room changes, which Centre Directors will carefully consider based on availability and the social and learning needs of all children. Families may also choose to opt out of student training programs.
8. **Consent for research** – to decide whether your child takes part in research activities.
9. **Feedback and problem-solving** – to share your thoughts, raise concerns, and have them addressed in line with our Family Complaints procedure.
10. **Regular communication** – to be kept up to date about centre operations and your child's wellbeing, learning, and development.
11. **Support to understand** – to receive help understanding any documents, processes, or policies, including access to interpreting services if needed.
12. **To be informed about –**
  - Our centre's policies and procedures
  - Our centre's processes to report if a child is at risk of harm
  - Your child's educational program
  - Our centre's rating under the National Quality Standard
  - Our centre's Quality Improvement Plan





***Just as you and your child have important rights at our centre, we also ask that families work with us to help create a safe, respectful, and supportive environment for everyone.***

## **Goodstart Families are expected to...**

1. **Help keep the centre safe and positive** – by treating everyone with respect and kindness. Bullying, harassment, abuse, discrimination, threats, or any actions that could cause harm are not acceptable and will be reported if unlawful.
2. **Respect confidentiality** – by not sharing sensitive information or photographs about the centre, children, families, or staff, including on social media.
3. **Sign your child in and out each day** – If your child will be away due to illness, holidays or appointments, please let us know as soon as possible. This helps us plan our staffing and ensures every child is accounted for and kept safe while in our care.
4. **Ensure safe collection** – arrange for a fit and authorised person to collect your child within centre hours and let us know in advance if your arrangements change.
5. **Take part in emergency procedures** – by following staff directions during drills or real emergencies.
6. **Keep your child's details up to date** – by telling the Centre Director straight away if there are changes to your child's:
  - personal information
  - emergency contacts or authorised nominees
  - enrolment details
  - health, medication, or dietary needs
7. **Raise concerns constructively** – by talking directly with the Centre Director, Safe Performance Lead, State Manager or our Family Services Team and following our Family Complaints procedure.
8. **Share relevant information** – to help us support your child's wellbeing, learning, and development.
9. **Follow health and safety rules** – by not smoking, vaping, or bringing alcohol, illegal drugs, or dangerous goods into the centre.
10. **Respect property** – by taking care of centre resources, as well as the belongings of other children, families, and staff.
11. **Keep fees up to date** – by paying fees on time in line with the terms outlined in your Enrolment Form.
12. **Understand and follow centre policies** – including the commitments you agreed to when you signed your Enrolment Form.
13. **Help keep everyone safe** - keep centre access details private, ensure doors are closed behind you, and avoid letting unfamiliar individuals in or children out.

Please sign your child in and out each day; and let us know as soon as possible if they'll be away due to illness, holidays, or appointments. We'll work with families to resolve issues, but if an individual (adult or Authorised Nominee) repeatedly doesn't follow centre responsibilities, they may be asked not to come onsite. While this usually won't affect the child's enrolment, alternative drop-off and pick-up arrangements will be needed. In serious cases, such as misconduct, fraud, or unresolved debt—enrolment may be reviewed in line with our centre policies.



# An important reminder: Attendances and Absences

## Signing your child in and out

To keep every child safe, **families are required to sign their child in and out each day** using the kiosk in centre. If your child is absent, families are required to let the centre know as soon as possible via email, phone call or on the Xap parent app. During system related outages when the kiosk is unavailable, signing in and/or out on a paper record is required.

## CCS Absence Entitlements

Under the **Child Care Subsidy (CCS)**, each child is entitled to **42 allowable absence** days per financial year. These absences can be used for any reason - such as illness, holidays, or family commitments, without needing to provide supporting documentation. It is the responsibility of families to monitor their child's absence count to avoid exceeding the allowable limit. For guidance on how to track absences and manage your CCS, please visit the Services Australia website [Here](#)

- If you cannot provide evidence for absences beyond the 42 days, you will be charged the full fee for those sessions, as CCS will not apply.
- Sessions of care are structured to support consistent attendance throughout your booked session. Sign-ins and sign-outs shorter than one hour should be avoided unless there is a valid reason, as they may affect the continuity of care and adherence with Child Care Subsidy (CCS) legislation.
- If we reasonably believe an attendance record is inaccurate, we will make the necessary changes to correct this.
- If your child does not attend on their final booked day of care, this may affect your Child Care Subsidy (CCS) eligibility. In some cases, CCS may not be paid for that day, which could result in a significant debt or require you to pay full childcare fees. To avoid this, please ensure your child attends on their last scheduled day or speak with your Centre Director to discuss alternative arrangements.
- If you have any questions or concerns, please speak with your Centre Director - they're always here to help.



Keeping track of your child's attendance and absences is important for their **safety** and for managing your **Child Care Subsidy (CCS) entitlements**. Families are responsible for monitoring their CCS usage to avoid any unexpected changes to fee payments. Regular attendance helps ensure there are no surprises with your account.