

Pj's Family Handbook 2019



**Pj's Early Learning
Centre & Kinder**

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Kidz n Co Learning Pty Ltd
Setting standards others can only
follow

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INTRODUCTION

Welcome and thank you for taking the time to visit our exciting early learning centre and kindergarten.

We propose to ensure that this Centre, with the help of our staff, to be one of the most outstanding early learning facilities available.

We envisage that with everyone working together, your child will not only be in an environment with caring dedicated educators and teaching staff, but be in a homely atmosphere, with myself, Diane, owner/operator being well experienced, having had 11 children of my own. I too, over the years have had to leave my children to re-join the workforce, needing a well-earned break, or time to study, therefore I 'really' do know and understand the emotional feeling of having to leave small children in child care and hoping that everything for them is safe, caring, educational and lots of fun. I, along with my husband Sean, hold a Diploma in Children's Services, Food Safety Supervisor, Nutrition for Children & Adolescents certificates, First Aid in Mental Health Australia and currently, an undergraduate student at Charles Sturt University studying my Bachelor of Education.

There are a lot of **'DO'S AND DON'TS, CAN'S AND CANNOT'S'** in child care. Like all Children's Services, we must operate under the National Law Regulations 2011

(A copy is available, or you can visit www.acecqa.gov.au).

We too, have our 'own' procedures to follow to enable us to operate, safely, smoothly and efficiently. This handbook given to families has been condensed for easy reference and reading. Our Comprehensive Parent & Staff Policy Handbooks are available for your perusal at the reception desk. If at any time you would like an extract from our comprehensive handbook, please request an "Extract of Handbook" email request, advising of which pages or policy you would like, then we can provide the information you are requesting.

Please remember, that the happiness and development of your child is and always will be our **'Prime and number one concern'**

Regards -

Diane Murray.

Diploma Children's Services

Educational Leader Kidz 'n Co Learning Pty Ltd

Company Director – Kidz 'n Co Pty. Ltd.



Notates the extended policy in the Kidz n Co Learning Pty Ltd Comprehensive Policy Handbook, should you require an exert of any policy, please do not hesitate to ask your centre Director or email your request.*

NATIONAL QUALITY FRAMEWORK (NQF)

Our centre is incorporating the **National Quality Framework** ensuring that our curriculum is based on children's interests and abilities, along with families having a sense of **'Belonging' to all around them, 'Being' important individuals & 'Becoming' the best they possibly can'**. Families will play a great role in this new framework – we look forward in working with you to gain better knowledge of your child and his/her interests and abilities.

In each of the children's rooms there is displayed, our emergent curriculum.

This emergent curriculum displays how the centre's teaching staff will resource and implement, document, evaluate and incorporate all children's learning, so to grow and enhance their interests and abilities. The teaching staff will also ensure that each child's ongoing health and development is monitored and documented.

*Please refer to our – Education, Curriculum and Learning Policy**



THE SERVICE

This centre incorporates a **'high' quality curriculum** for all children. Pre-School Before & After School care, holiday care on a full-time or part-time basis to children in and around the immediate area, regardless of family ethnic or cultural background.

We would also like to offer a **COMPLETE SERVICE**, which incorporates providing everything your child will require during their care & education by our Centre staff. We provide at no extra cost to families - the children's morning and afternoon teas, hot or cold lunches, all drinks (excl. baby formula), milk, juice, water, baby's nappy's, sunscreen, incursions and excursions, swimming lessons for 4 year old kinder last term. Not forgetting the most important service we provide – ***Lots and lots of T. L. C. (Tender Loving Care)***

COMMUNICATION PREFERENCES

The centre provides many documents some include, newsletters, each child's individual learning, updates on policies and procedures, surveys, notices, meetings, information on health and hygiene etc.

If you would like this information communicated to you other than written, you are most welcome to ask for this to be done for you -

i.e. hard copies to be collected from the reception desk or your child's room, you may ask for it to be emailed, posted or formatted into your home language or by having it explained personally by one of our professional staff members.

Please do not hesitate in advising reception on how you would like us to communicate information to your family home.

Should any family require our centre notifications etc in a language other than English, we can also accommodate this requirement – please notify our centre Director with your request.

Communication between everyone – benefits everyone – if you or we communicate our ideas and thoughts – others can benefit from the outcome

Please refer to our - Parental interaction and involvement in the Service Policy

WAYS IN WHICH WE / YOURSELF CAN COMMUNICATE

The centre provides a number of ways, in which we communicate with families and in return for you to communicate with staff in the centre, we have –

- Parent pack upon enrolment
- Daily information to staff - slips - next to your sign in register
- Daily information slips – at the front reception desk
- Monthly newsletter
- Pamphlets available on topics such as immunisation, dental hygiene, healthy eating, biting etc
- Parent questionnaire
- Orientation evaluation
- Family concern or grievance form
- What your child did today displayed in each room
- Your child's daily intake of food and fluids displayed in each room
- Toileting/Nappy changes displayed in each room
- Incident/accident forms in each room
- Medication requirements in each room
- Informal comment slips alongside each room display curriculum folder
- Parent request – for a parent / staff interview form in front reception
- Incident / illness report form for parent/doctor/hospital
- Notifications of events, staff training nights, infectious disease cases etc on front door
- Requests for family input into policy changes and updates
- Parent/teacher information night



OUR STAFF/EDUCATORS & TEACHERS

We have within the Centre, fully Qualified Diploma Company Directors, Early Childhood Teacher, Diploma Qualified Educators, Certificate 3 educators, along with other educators in training attaining qualifications as an Educator in early childhood. Primary educators hold a Nominated Supervisor or Approved Supervisor certificates, assessed by the Department of Education & Early Childhood Development. All staff employed within the centre hold a current Working with Children Check card and assessment notice (WWCC) which allows them to be assessed as being able to work with children in the state of Victoria.

Our Primary Food Handler implements that the children receive well balanced nutritional foods, which comply with updated and sourced nutritional guidelines for young children and qualifies to work with children.

Within the centre the qualifications of teachers/educators also consist of Level 2 first aid certificates, asthma, anaphylaxis certificates and any other related certificates i.e. Diploma's, Cert 3's and Bachelor of Early Education.

Both Company Directors Diane & Sean Murray have held responsible roles and qualifications in Children's Services for over 25 years.

Diane's greatest achievement – 11 children of her own (no twins)!!

All staff are under daily supervision of Management, please be rest assured that at all times the children's priority in care, education, comfort and well-being will be adhered to.

Please refer to our – Staffing Arrangements Policy*

STAFF RATIOS

The centre is governed by the Department of Education & Early Childhood Development to ensure all children are appropriately cared for and educated by regulating ratios of staff to children under the age of 3 years and over the age of 3 years – these are –

Children under 3 years – 1 Educator for every 4 children

Children over 3 years – 1 Educator for every 11 children

Kindergarten 4 to 5 years – 1 Educator for every 11 children

Where ever possible we undertake to ensure that all children's rooms are provided with additional educators to allow for more purposeful learning, guidance and care.

OUR CENTRE OFFERS:-

1. A vibrant, colourful Children's Centre comprising of individual children's rooms with separate activity and play areas, DVD and CD players, separate sleeping/Cot room, bag areas and art/resource room.
2. The babies and toddler's rooms comprises of individual nappy change areas, with complimentary nappies, toilets, bathing facilities, hand basins, carpet and vinyl floor areas. Safety playpen area, own access to outdoor private playground, prams & strollers.
3. Our 3 to 4 room and our Kinder room have been designed to accommodate children over 3 years of age some of those will be attending School the following year.
4. Each room has it's own bathroom complete with children's toilets, hand basins, carpet and vinyl floor areas. Access to toilets from outdoor private play areas.
5. Kitchen, fully equipped with commercial dishwasher, oven, microwave, fridge/freezers, service trolley's fresh foods and vegetables, milk etc bought in each week.
6. Magnificent outdoor playgrounds for the children, with covered sandpits, climbing frames, bikes, forts and slides, swings, cubby houses, trampolines, gardens, equipment storage sheds and vegetable gardens and we have planted shade trees to grow for future shade.
7. Fenced area for smaller babies, water play, ride-in cars, play gym, bikes, garden, we are growing shade trees, parklike grounds with plenty of room to run and have fun.
8. Reverse Cycle Air-Conditioning through the entire building.
9. Homely Atmosphere, homely approach, **A HOME AWAY FROM HOME!!**
10. NQS National Quality Standards assessed. Cancer Council approved. Asthma Foundation. Registered with the Family Assistance Office for Child Care Benefit fee relief and 'Go for your Life' a Victorian Government healthy living project for all children
11. Complimentary nutritious meals, refreshments, nappy's, sunscreen, birthdays, excursions, visiting performers, exceptional staff and programs, lots of activities, before and after school care, laughter, songs, dancing - loads of fun - the list is endless!!.

INCIDENTS / ACCIDENTS

Level 2 First Aid, Anaphylaxis & Asthma Certificates are held by educators and are updated. Should your child have an incident whilst at the Centre, we will advise you immediately, depending on the severity. All incidents will be written onto an Incident Report for you to sight and sign when you come to collect your child. Should the incident require urgent medical attention, an ambulance will be called, and you will be notified as soon as practicable. It will be noted on the Incident Report for you to sight and sign.

You will be asked to sign the accident report and to advise the centre if any follow up medical treatment was needed.

Any serious incident requiring a child to be seen by a Doctor or Ambulance Paramedic must be notified by the centre, by phone to the **DEECD within 24 hours** of the incident occurring. Should your child be taken home and for any reason required to be seen by a Doctor or Emergency Room, please contact the centre at your earliest convenience, as we are required to advise the Department as soon as possible. Any Doctors reports that can be provided would be of assistance. Diane's direct mobile 0439638880 if you are at all concerned.

*Please refer to our – Incident, Injury, Trauma and Illness Policy**

ANAPHYLACTIC CONDITIONS

Centre educators are trained and understand the severity of children with anaphylaxis, therefore foods that contain nuts and nut products are excluded from our kitchen and Centre. Anaphylaxis can be caused by a number of different reactions or allergies to things – the most common being - nuts, stings, eggs and shell fish which are just to name a few.

The centre must be informed of any child that has this condition as the parent will need to note this on their child's enrolment record and you will need to supply staff with a management plan and appropriate medications. Refer to the front desk for a more comprehensive policy on anaphylaxis. We will provide you with our 'red' anaphylaxis kit.

A red anaphylaxis folder/kit will be provided prior to accepting enrolment – risk minimisation and current health status report forms will need be discussed on enrolment and updated on an ongoing basis to ensure that your child's health & welfare is not compromised.

*Any child that requires an auto injection device will **NOT** be able to be left at the centre without this being provided each and every time the child is in the centre.*

Upon entry into our centre you will see a trolley/table. Could all families, children, staff and visitors please adhere to our notice on the trolley to please use hand wipes and basket, along with information on Anaphylaxis should you wish more information – your assistance in this is appreciated.

*Please refer to our – Administration of Authorised Medication Policy**

ASTHMA / DIABETES MANAGEMENT PLAN

If your child has been diagnosed with Asthma OR Diabetes, the centre will require an Asthma or Diabetes management plan completed by your Doctor. Any prescribed medication **MUST BE PROVIDED** each time your child is in the centre. Please have your **DOCTOR** complete fully an Asthma or Diabetes Management Plan to be kept in your child's file.

ALL children whom have been diagnosed with asthma or diabetes and it is written on the child's enrolment record **MUST** have a management plan provided to the centre, before commencement of booking

*Please refer to our – Administration of Authorised Medication Policy**



AUDIO/VISUAL/CCTV/PHOTOS

We have within each room - C.D. players for music and movement
They are very useful in the areas of dramatic play, dance and movement, songs etc.
We also have flat screen TV's and DVD players in the centre.



Sit and Stare – whilst we do have a TV – we do not encourage children to sit and stare – television for music and movement, documentary's or other relevant educational programs incorporated within the rooms curriculum.

The centre has laptops where each educator completes daily learning and accesses information that can be shared with the children to further their interests i.e. 'how paper is made' as they don't realise it starts from a tree.

The office is equipped to monitor the centre by cameras. The CCTV is recorded for a short period of time and is then copied over. It is simply to monitor the room's activities from the Directors office, for security and training purposes.

Staff are required to take photographs to assist in their individual curriculum planning, displays and during special occasions. These photos are for Centre use only and are not to be given to parents unless only of your individual child. Photos with other children in them cannot be given out. The centre arranges for professional photographers to attend around September each year.

Please refer to our – Technology Usage Policy*

BIRTHDAY CELEBRATIONS

If your child's birthday happens to be **on the day** they are booked in, we will arrange a morning or afternoon tea **BIRTHDAY CELEBRATION** with an individual birthday cake and a small gift. Please feel free to contribute and join in, the children love to see their family on special occasions. Due to the centre needing to comply with the current Food Safety Act – no foods can be supplied from home. A 'commercially' bought cake or cupcakes, can be provided by families, if you would like, in the original retailer's container, with ingredients listed and use by date.

Lollie bags or similar must not be bought in for the children – it is not appropriate for us to provide children with these, sorry! Candles will be placed on their individual small cake to be blown out and then wrapped to be taken home. A larger cake will be shared with the other children – one that is free from the celebration of blowing candles out.

BOOKINGS

If your child **cannot** attend a session, could you please phone as soon as possible.

If you have made a booking you will be required to pay for that booking in full. If the Centre is not notified at all, a non notification fee will be charged and added to your daily child care fees.

Public Holidays are payable. Government rebates are still applied to these holidays.

If you advise the centre by giving (2) two week's notice for holiday's which will only be accepted **if** a 'Family Request for Holiday Fee Reduction Application' form has been completed you will be eligible for a 50% reduction of the fees ***if the terms*** on the form have been met.

We will not accept verbal notification or telephone conversation - it must be on the appropriate form or via email.

YOU ARE REQUIRED TO ADVISE OF NON ATTENDANCE.

All casual care must be verified by 'you' personally, by contacting the centre. Any changes to your permanent booking requires min 2 weeks notice. This includes changing permanent days and the cancelling of any permanent bookings. Permanent bookings can only be cancelled in their entirety. One off days out of a permanent booking cannot be cancelled, these will be absences. Should a cancelled permanent booking be required to be reinstated then a request for permanent booking will be followed as per all new permanent bookings. This may entail going on a waiting list.

Please refer to our – Enrolment and Fees Policy*

BOND / ENROLMENT FEES

Each and every family, no matter their situation, is required to pay a \$150 bond before commencement or a booking can be made. This is placed onto your account and held there until either you leave the centre, or you have unpaid fees for services provided to which money is owed.

*Please refer to our Enrolment and Fees Policy**

COMINGS AND GOINGS

Each time you bring your child, you will need to fill in our '**DIGITAL SIGN -IN REGISTER**'. Each person dropping off or picking up a child **MUST** have the own PIN - There a tablet situated in each room. This details arrival/departure times, a drop off and collection person etc. Please ensure that these details are entered correctly, as periodic checks are conducted by **DEECD** who are extremely strict on these records being completed correctly.

The reason for this, is to make sure the centre has the correct number of children the centre is registered for, the correct amount of staff are employed for the number of children, and in the case of an emergency, how many children we have to account for and who is to be contacted should we need to leave the premises.

This information is also used by Centrelink to calculate any fee relief you may be entitled to.

UNDER NO CIRCUMSTANCES, WITHOUT PRIOR AUTHORISATION, CAN WE ALLOW YOUR CHILD TO LEAVE THE CENTRE WITH ANY PERSON OTHER THAN THOSE SPECIFIED ON THE CHILD'S ENROLMENT RECORD.

UNDER NO CIRCUMSTANCES, WILL WE ALLOW CHILDREN TO COLLECT CHILDREN – PERSONS ALLOWED TO COLLECT YOUR CHILD MUST BE OVER THE AGE OF 18 YEARS.

Proof of age will be required, and any written authority given which will be checked via telephone prior to departure.

Should you require a person to collect your child that IS NOT on your child's enrolment card, verification from yourself that the person collecting is who they are by us asking for proof i.e. driver licence - whilst in communication with you.

*Please refer to our – Physical Environment (Workplace Safety, Learning & Administration) Policy**

COMPLAINTS

If you have any problems or concerns about the Centre or its' staff, we would, of course, like the opportunity to resolve the issue and any discussions between the Centre Director, 2I.C. myself and the concerned parent would be greatly appreciated.

Please, ensure that if at any time you feel that the care or safety of your child has been compromised, let me know **immediately Diane 0439638880** – it is my role to ensure that your concern is dealt with as being urgent, I will then undertake investigations, check documentation and mandatory report to the DEECD.

All complaints will be directed to a Children's' Service Advisor at the Dept. of Education and Early Childhood Development, their number is located on our information board, by the centre itself, any complaints regarding accounts are excluded, as the Dept. does not involve themselves with these matters.

*Please refer to our – Parental interaction and involvement in the Service Policy**

CONFIDENTIALITY

Management, and all centre staff are bound by a **CODE OF CONFIDENTIALITY**. You can be rest assured that **NO INFORMATION** regarding your child or your family will be discussed inside or outside the Centre. If and when this need arises, it will only be in the best interest of your child's development and with yourself and staff members concerned, present.

If you have witness to this code being breached – please bring it to the attention of us the Managing Directors Diane and Sean 0439638880 dianne@kidznco.com.au This breach of confidentiality is taken as most serious and will be dealt with us such.

*Please refer to our - Social Networking Usage Policy & Privacy and Confidentiality Policy**

CUSTODY

Where there is a situation of '**SOLE CUSTODY**' to the parent/guardian enrolling the child, could you please ensure that this is stated on your child's enrolment card. If joint custody, this must too be stipulated and proof, such as a copy of the Court Order, attached -

Confidentiality assured.

If both parents have access, then both names for collection will need to be on the enrolment card. If not, then only the single signing parent can have access to the child.

*Please refer to our – Family Law and Access Policy**

DENTAL CARE

The children are taught the importance of looking after their teeth. This should be done willingly and without stress. If you wish to provide your child with their own tooth brush, we will encourage them to practice dental hygiene whilst at the Centre. Dental programs are provided by the centre on a regular basis, and throughout the program and curriculum.

As a part of our centres "Go for your Life" program – freshly sliced apples will be provided after lunch, to assist in children's ongoing dental hygiene.

*Please refer to our - Health, Hygiene and Safe Food Handling Policy**

CHILDREN'S INDIVIDUAL PORTFOLIOS

Each child is observed and assessed by **qualified** educators/teacher.

This enables them to develop a curriculum and plan programs, activities, appropriate to your child's ongoing interests and abilities, learning and development.

An envelope containing your child's learning and photo board will be forwarded at the conclusion of the group's fortnight, for families to read and make comment on.

Please feel free to discuss this process at any time convenient with centre staff, and please, any information regarding your child, no matter how big or small, will be of great assistance to the staff recording your child's progress.

We will have a portfolio made especially for every child, which can be accessed by families at anytime.

Should you wish to discuss with educators your child's portfolio – we will make arrangements for this to occur. Don't feel you can't ask for a meeting with your child's educator's.

We will arrange for two 'sharing information' times during the year, where families can make a time out of centre hours to speak with their child's room educator's.



DISCIPLINE/BEHAVIOUR

‘DO UNTO OTHERS AS YOU WOULD HAVE THEM DO UNTO YOU’ It is an old saying, but how true!!! We will encourage the children to be sharing and caring, as well as to look and see that perhaps what they are doing is not acceptable to others.

Challenging children will be managed on an individual basis, incorporating parental guidance, discussions, plan of action and a deep understanding of the child’s need to belong and not to feel rejected for his or her behaviour.

At no time can children or any centre staff, be subjected to violent, abusive outbursts by a child.

Parents leave their child entrusting that they are in safe hands.

Staff come to work needing to know they are in a safe working environment.

Should any child become uncontrollable, the child will need to be collected immediately, our ‘Duty of Care’ for others – overrides the child’s behaviour.

“A CONSTRUCTIVE SOLUTION IS THE BEST SOLUTION”

“NO CHILD SHALL BE SUBJECTED TO ANY FORM OF CORPORAL PUNISHMENT, IMMOBILISATION OR ANY OTHER HUMILIATING OR FRIGHTENING TECHNIQUES”

*Please refer to our – Relationships with Children Policy**



CONDUCT OF FAMILIES / VISITORS

Families and visitors are required **at all times** to conduct themselves as responsible adults. This centre and its staff ***will not*** tolerate voice raising, threats, bad language, aggressive behaviour, bullying and or intimidating actions by anyone. All families are to refrain from using inappropriate language when ever inside or outside the centre – there will be no tolerance for adults who should know better.

Staff have been advised to call ‘000’ to have such persons removed from the centre by the Police.

It is a children’s centre – where children are here to learn and to be cared for.

It is a place of employment – where staff are to work without threat – it is not a place for abusive people.

If you have any grievances – please call 0439638880

Never be irresponsible and abusive to staff – it will not be tolerated.

*Please refer to our – Physical Environment (Workplace Safety, Learning and Administration) Policy**

OVERDUE OR UNPAID ACCOUNTS –

Overdue or unpaid accounts will be forwarded to VCAT, for the collection of outstanding fees/payments.

It is their role to collect monies owed. There **will be** a cost incurred in doing so.

All fees and charges instigated by VACT are added to the outstanding families account owed to Kidz n Co Pty Ltd.

OUR DUTY OF CARE

This is a description of requirements to meet our 'Duty of Care' for all children utilizing this centre.....

1. Caring, teaching, interacting, supervising, being attuned to children's thoughts and feelings
2. Serving and preparation of foods.
3. Serving and preparation of formulas / refreshments as per the children's requirements
4. Follow special diet/allergy requests from parents. However, we cannot force feed children or deny them if they are hungry.
5. Occupying, playing and interacting with children of all ages.
6. Administer First Aid by a trained staff member.
7. Health/Safety and Protection.
8. Centre cleanliness.
9. Nappy changing.
10. Toileting and or training.
11. Cleanliness of the child's face, hands, nose, clothes etc. Bathing (if the need arises)
12. Rest/Sleep times as required. We cannot force a child to sleep nor deny a child sleep.
13. Infectious disease control.
14. Medication (authorized by Parent/Guardian). We cannot force children medication.
15. Child's temperature monitored, and parents advised.
16. Head Lice inspections and/or exclusion until clear.
17. Educational Programming to enhance child's interest and abilities
18. Provide materials and equipment.
19. Incorporate all policies within this parent handbook.
20. Practice of safe Evacuations and Lockdowns
21. Contacting the child's parent, when that child is need of parental comfort.



When enrolling your child, you agree to **all of the above** being applied to your child whilst in care in this Centre, which you have "Lawful Authority" over.

Please Note: All Parents/Guardians must acknowledge by signing The Enrolment Record that you have read and have understood the above.

*Please refer to our – Relationships with Children Policy**

EMERGENCY PROCEDURES

We have an emergency evacuation plan designed to clear all children and staff quickly, calmly and safely from the Centre.

This procedure is practiced regularly, via Management sounding the emergency warning whistle, at any time of the day. Each room practices their individual room- based emergency procedure and is documented and evaluated.

Upon assessing the severity of the emergency, and needing to move completely away from the premises, the staff would walk all the children to the front car park area, where emergency services, parents etc. would be notified. If safe to return, parents would be contacted to advise that their children are safe and that the Centre is operational again.

All staff are trained in both lockdown and evacuation procedures. All practice and real scenarios are documented. Lockdown and Evacuation Plans are displayed in all 'walk in' areas of the centre.

*Please refer to our – Emergency Management and Evacuation Policy, Emergency Service Contact Policy**

SEVERE OR CATASTROPHIC FIRE DANGER

PREPARE, ACT, SURVIVE – During times of **SEVERE** or **CATASTROPHIC** Fire danger – the centre may be required to close down. This will be advised via Government warnings, the CFA and/or Local Council. You will be advised through the same sources should the need arise. **The centre has an Emergency Management Plan.** *Please refer to our – Bush Fire Policy**



ENROLMENT

Before your child can be left at the Centre, you will need to complete an enrolment record. This provides us with a variety of details, including, medical conditions, allergies, emergency contact names and numbers, access and custody arrangements and for the authority of staff to seek emergency medical, hospital, ambulance services, should the need arise.

Please ensure that the record is completed fully, including dates of immunisations, and please advise us of any immunisations just performed, or any other changed information, so that we can update your child's enrolment card promptly.

Enrolments from the 1st July, 2018 are to be created / amended by logging into your SmartCentral account at pjs.kidznco.com.au where you will need to complete and application.

NO JAB NO PLAY and NO JAB NO PAY – mean that as at the 1st January, 2016 ALL children attending MUST be fully immunised others they cannot attend along with Centrelink will not pay any benefits associated with child care usage.

YOU MUST UPDATE YOUR CHILDS ENROLMENT CARD IF ANY CHANGES OCCUR.

YOU MUST BE CONTACTABLE AT ALL TIMES YOUR CHILD HAS BEEN LEFT IN OUR CARE.

AT ANY TIME, WE CANNOT CONTACT YOU, OR AN EMERGENCY PERSON, NUMBERS ARE NO LONGER CONNECTED, NO-ONE ANSWERS, ETC. YOU WILL BE PUTTING NOT ONLY YOUR BOOKING WITH THE CENTRE AT RISK, BUT YOUR CHILD'S HEALTH & WELLBEING.

We do update our enrolment information annually. This is done to ensure all information has been updated by families. We change the colour of the enrolment card each year, using a coloured sticker or dot, RHS corner, as an indication to staff that the enrolment card for the child is current.

*Please refer to our – Enrolment Policy**

FEES, FEE RELIEF AND CHILD CARE SUBSIDY (CCS)

The fees are calculated and ready for collection late Monday afternoons. Fees are calculated for the week **previous** to the week you are in now. Payments can be made by **EFTPOS** or **DIRECT DEBIT** (there is no cash on the premises). Your own '**DO IT YOURSELF**' EFTPOS is also available for you to make payments should a staff member not be able to assist at the reception desk.

Fees for the previous week must be paid in full before the child(ren) can be signed in

You are not paying for the current week. We do not know until Centrelink returns the accounts to us what they will be charging you – this is not available from them until the Monday AFTER the week just gone....

You are not paying for the current week, your account is only for bookings already provided NOT for the week you are already in – we cannot do this.

Public Holidays are payable. Government rebates are still applied to these holidays.

The Commonwealth Government Department of Families and Community Services, through the Family Assistance Office, currently supplies fee relief for eligible families. Your nearest Centrelink or Medicare Office has information regarding Child Care Benefit fee relief. We can help to explain this rebate to you, or alternately ring the Family Assistance Office on 136150. This benefit varies from family to family. It can be of great assistance towards the fees paid by parents.

We have no control over the accounting process. All bookings are forwarded on a *Friday to Centrelink, whom then processes all accounts, to which we then receive back for printing on a Monday afternoon – ***we do not process the accounts – Centrelink does this, any discrepancies regarding your account should be taken up with your Centrelink office.***

*The accounts in the account box are for fees owed from previous bookings – NOT the week you are in.

Refer to our – Fees Policy*

ABSENCES

Centrelink allows every child 42 days absence per year. Any day absent over this amount will not be eligible for fee relief and therefore full fees will be payable by the parent, unless documentation is provided i.e. illness (with medical certificate), non-immunisation, rostered days off, rotating shift work, temporary closure of a school or pupil-free days, public holidays, periods of local emergency, court ordered shared custody, attendance at preschool.

Refer to our – Enrolment Policy and Fees Policy*

HEALTH & WELFARE / PROTECTIVE CARE

The health and welfare of each child is a very important part of being an excellent and conscientious early learning educator. Staff are able to observe signs of illness/suspected incidences of neglect or child abuse in children. Should this be a concern for a staff member the staff member will report to Management, records kept, and Authorities contacted.

Should anyone require support or resources in relation to any of the above, please do not hesitate in talking with myself - Diane - strict confidentiality assured and full support at all times.

Parenting and relationships can be difficult at times, but there is help – just ask - we're parents and partners too. Information or assistance is available in pamphlet form in the front foyer.

Refer to our – Child Protection Policy, Relationships with Children Policy*

HIV AND AIDS / INFECTIOUS DISEASES

Health Department guidelines advise that strict infection control must be enforced at **ALL TIMES**.

With a combination of disposable gloves, a bleach solution and a 'body fluid' clean up procedure to adhere to, the possible transferring of ANY infection can be halted, stopping the spread of any infectious viruses.

Non-immunised children **WILL BE EXCLUDED** from the centre until any outbreak has cleared i.e. rubella, chicken pox, measles, whooping cough, hepatitis, mumps.

Notices of any urgency in relation to an infectious disease being eminent within the centre will be placed on front entrance doors, in children's room doors or handed out to families as a single paper notification.

STRICT CONFIDENTIALITY ASSURED.

Refer to our – Immunisation and Disease Prevention Policy and HIV AIDS Policy*

HOLIDAY CLOSURE

We will only be closed on PUBLIC HOLIDAYS and at no other times.

Public Holidays are payable. Government rebates are still applied to these holidays.

Closures will also occur should a Government Authority declare the centre be closed due to serious conditions i.e. Fire threat, weather, other



Please refer to our – Emergency Management and Evacuation Policy, Bus Fire Policy*

HOURS OF OPERATION

We operate 52 weeks of the year, Monday to Friday, 6:30 am to 6:00 pm. The only days we are closed are those designated as "PUBLIC HOLIDAYS". Our Licence allows us to operate within these hours only. We cannot accept children before 6:30 am and children **MUST** be collected before 6:00 pm.

A late fee will be incurred if collection is after 6:00 pm.

We encourage parents to please ensure prompt collection of their children, as by the end of the day, children need their parents, their own home, their own toys and their own space. Please take special note, that on extremely hot days, we can only do our best to keep the children cool, but on very hot days, it would be much appreciated where and when possible that the children be collected as early as possible. They are better at home, in the pool, in a cool bath etc. Some days are just too hot for little people.

Care is divided into (3) groups -

- | | |
|--------------------|--|
| 1. Full-time | 6:30 am to 6:00 pm Monday to Friday (10 hours maximum per day) |
| 2. Per day | as above 1 to 4 days (10 hours maximum per day) |
| 3. School Children | Before & After School and during school term holiday break |

The times incorporated within the groups does not mean that your child must stay in care for these hours, but, does mean that any 10 hours within the session are available for your use and are payable, even if you only use part of that session.

Please refer to our – Enrolment Policy*

ILLNESS

If your child becomes ill whilst at the Centre, we will notify you or your contact person, so that arrangements can be made for your child to be collected. Panadol (or similar) will be administered if the child has a temperature. This is only a temporary measure until the child is collected.

Please **REFRAIN** from bringing your child if unwell. Your child is very special, when he or she is unwell, the very best place to be is in the comfort of their own home. A child that has green, yellow thick mucus from their nose will have to be collected and taken home. This gets all over toys, other children, staff, equipment etc.

Bringing children into the Centre ill, is putting all children and staff at a high risk of becoming ill too. If your child is brought in unwell and is detected by staff, your child will be sent home immediately, as we cannot condone children being left in care 'knowingly' unwell by parents.

Centre staff are trained in Level 2 First Aid, CPR, anaphylaxis and asthma.

The onset of any serious illness may require an ambulance. Costs incurred to be paid by parent.

Any child that arrives at the centre whom is noted to have bruising, bumps, scratches, will have this written on a **"Arrived at Centre with an Incident"** form. This is to provide all concerned that the incident **did not** occur at the centre.

Any child that has a temperature will be immediately given Panadol or similar. You will be notified. If the **temperature DOES NOT subside within 15 minutes**, you will be called to collect immediately. If you cannot collect or someone can for you, an ambulance will be called.

AT NO TIME WILL WE HOLD A CHILD AT THE CENTRE WITH A TEMPERATURE THAT IS NOT REDUCING – A RISE IN TEMPERATURE IS A WARNING THAT SOMETHING IS NOT RIGHT.

A FEBRILE CONVULSION DUE TO HIGH TEMPERATURE CAN BE FATAL.....

AN AMBULANCE WILL BE CALLED. The Ambulance Service fee is payable by the parent.

Refer to Enrolment Policy, Emergency Service Contact Policy, Incident, Injury, Trauma and Illness Policy*

INDOOR/OUTDOOR WEAR

Your child has come to explore, enjoy, play and experience all the wonderful new experiences put before them. Please understand that although our children look wonderful in pretty dresses and smart pants, shoes, etc. they need to be able to move freely and comfortably.

Please can your child be dressed in appropriate clothing, such as older non-restrictive outfits, which will allow them freedom of movement. On cold days, we need warm clothes, hats, and coats - and on warmer days, light clothes, but clothes that cover their shoulders etc. not shoestring, singlets, halter tops etc (to keep the sun's rays away) an approved sunhat, no footwear like rubber thongs, are a great help.

Lots of spare clothes for those times when little accidents happen, for when we have water play, or for that time when children like to paint their clothes as well as the paper. Appropriate footwear need to be provided not rubber thongs, slip-ons, heeled shoes, or shoes that simply do not fit.

(Smocks are provided, but it's amazing how paint and water still gets in). Staff or the centre will not be liable for expensive clothing etc. being lost, stolen or damaged i.e. paint. Whilst all efforts are made available i.e. wearing of smocks etc. it is impossible to keep children clean – it's 'child care' where children need to explore and experience. ***Please excuse the mess, but they are making memories.....***

Refer to our – Sleep, Rest, Relaxation and Clothing Policy*



INFECTIOUS DISEASES/ HEAD LICE

YOU MUST inform the Centre of any infectious diseases your child has contracted so that we can inform parents and staff for them to take precautionary measures as to not contract it themselves. We will have to exclude your child from the Centre until fit and well again. Please understand that no parent or staff member wants themselves or their child unnecessarily infected, when it could have been avoided.

A list of infectious diseases and recommended minimum periods of exclusion from the Centre are on the notice board. As our "Duty of Care" to all children, including your own, staff will be required to check for symptoms/signs of the following.

Some are:- Measles, Mumps, Chicken Pox, CONJUNCTIVITIS, Gastro, Vomiting, Viral infections of the nose, throat, eyes, Head Lice, etc. More are listed on the chart.

The Commonwealth Government guidelines for preventing infectious diseases in Child Care, 'Staying Healthy in Child Care – Preventing infectious diseases in child care' are available. This document is used as a part of our staff training and professional development for all staff.

The centres from time to time have staff whom are caring for children during 'confinement' or 'pregnancy'. We must and are obliged under the Occupational Health & Safety Act to advise our 'to be a mum' staff of any outbreaks so that they can seek advice from their medical health practitioner.

NO JAB NO PLAY – Government legislation – you will need a letter of exemption for an unimmunised child.

If your child is unimmunised they cannot attend the centre until the outbreak has cleared

Please refer to our – Infectious Diseases Policy, Immunisation and Disease Prevention Policy*

KINDERGARTEN ROOM

We are proud to offer children eligible to attend school the following year their own room within the Centre. This is so we can focus on making sure that these children are ready for the challenges of School. The Teacher within our Kinder Room holds a Bachelor of Education. The Kinder program is incorporated within the Long Day Care hours, i.e. children attending the Kinder Room have access to care/program within the normal operating hours of the Centre.

LATE COLLECTION

Upon the designated time of 'PICK-UP' being passed by 15 minutes and no contact to advise the centre of whom is collecting your child and when, we will try to make contact with either yourself or your EMERGENCY CONTACT NUMBERS listed on the enrolment card. After one hour and no contact with either the parents or emergency carer, Children's Services and Community Policing will be contacted to collect the child. A note will be left on the front door advising you of whom has your child, where they are being cared for, along with their contact details.

A late fee will be required to be paid to cover overtime of staff. Please note that your Child Care Benefit cannot be claimed for late collections.

A late fee of \$30 will be charged, per family is to cover (2) staff requiring to be paid overtime. This will be charged in 15 minute intervals or part thereof. This means \$30 will be added to your account for up to the first 15 minutes you are late per family and then a further \$30 for every block of 15 minutes after that i.e. you're 20 minutes late - \$30 for the first 15 minutes then another \$30 as the next block of 15 minutes has commenced. (This is only for children collected after the centre has closed)

All families are advised to call the centre whenever you are going to be more than 15 minutes later than the time you have designated as the collection time written in the sign in/out register for that day. It does help staff to know your safe, and to let your child know you are on your way. No matter what time you have written to collect your child – call if you are going to be later than 15 minutes.

Late fee also includes any part hours exceeding 10 hours per day

*Please refer to our – Enrolment Policy, Fees Policy**

MEALS AND SNACKS

All meals, snacks and drinks are complimentary and therefore do not have a monetary value included in the fees. The Centre will provide morning & afternoon teas, consisting of a mixture of fresh fruits in season, cheeses, dry biscuits, centre baked cakes & slices, savoury muffins, crumpets, toast, dips, yoghurts, milk and lots of sky juice (water).

Lunches are both a mixture of hot and cold foods, i.e. casseroles, pastas, roasts, salads, cold meats, sandwiches, fish, chicken and beef.

A four (4) week rotation menu is displayed in the foyer. This is changed per season. The children as part of their program are involved in the experiences of cooking. This will be shared on the day or taken home for Mum and Dad to see how busy they have been, and how they could possibly help at home every now and then with the baking.

We try to ensure each child has plenty to eat and drink throughout the day. Should there be something your child cannot eat or will not eat, we will offer an alternative to make sure they do not miss out and go hungry.

Parents of children with **severe, multiple or broad allergies** may be required to supply their own food and drinks as appropriate. However, we cannot accept nuts, peanut butter or other such nut products into the Centre due to severe allergic reactions.

Please note:- Breakfast is only available to children who arrive before 7.30 a.m. each morning. We do not provide breakfast after 7.30 a.m.

Each room has access to fresh water. Your child is welcome to as much water as he or she needs. This is provided outdoor too. Should your child comment about being thirsty when collected by you, could you please ask staff to show you where the room's drinking water is located, so that you too can show them to have a drink when they are thirsty, or you may like to supply your child with his or her own labelled drink bottle – remember NO soft drinks or cordials permitted – fresh water only.

*Refer to our – Health, Hygiene and Safe Food Handling Policy**

MEDICATION

The Centre **CANNOT** give to a child any medication that **IS NOT IN ITS ORIGINAL CONTAINER.**



THE CONTAINER MUST HAVE THE CHILDS, NAME, DOSAGE, DATE AND THE DOCTORS NAME ON THE LABEL or COMPLY TO DIRECTIONS RECORDED ON THE LABEL OF ANY OVER THE COUNTER MEDICATIONS.

Any medication given, is to be written up in the medication book with your child's name and signed for. Please, when collecting your child, sign again acknowledging that your child's medication was given by staff that day.

Panadol (or similar) will be administered to a child who has a high temperature in order to assist in the controlling of the temperature so that the child can be collected. We will attempt to contact the Parents/Guardians/Emergency contacts prior to and after administering the medication. The administering of the medication will need to be signed for upon collection as per above.

Centre pain/fever relief is for emergencies only – parent's must supply their own.

Non-prescribed creams, gels, etc. may be provided, but please label it with your child's name clearly written, this must also be kept within the medication box in your child's room.

If a child is requiring Panadol for more than 24 hours – a Doctor's certificate will be required to verify that the child is well enough to be attending.

*Please refer to our – Medical Conditions Policy, Enrolment Policy, Administering of Authorised Medication Policy**

MISSED MEALS

Please advise the staff in your child's room, if for any reason they have missed a meal. It is YOUR duty of care to your child to provide him/her with breakfast or lunch –

A HUNGRY CHILD IS AN UNHAPPY CHILD. Please understand that we have an extremely busy commercial kitchen in operation. Your assistance in providing meals outside of our normal meal times would be greatly appreciated.

*Please refer to our – Enrolment Policy**



NEWSLETTERS / ROOM LETTERS

A newsletter will be available monthly both hard copy and via email, with an abundance of information regarding the Centre's forthcoming events, competitions, excursions, updates on health issues, parent tips as well as changes to policies, staffing, fees etc.

Single flyers handouts or emails may also be used from time to time to convey information.

Each room will from time to time produce their own room letter, this letter will explain what will be happening within the room, the areas of learning/discovery, the importance behind these areas of learning, what the children will gain from these areas, what they will be making and some further interesting ideas you can do at home with your child.

Please feel free to take these letters, they are very informative and are great to read.

*Please refer to our – Parental Interaction and involvement in the Service Policy**



NOTICE OF WITHDRAWAL / BOOKING CHANGES

Should you decide to withdraw your child for any reason or change their booking, there is two weeks' notice of withdrawal/change period. This means you will be required to advise us two weeks in advance of your child leaving or a normal two weeks fees will apply. Child Care Benefit will be applied as per the guidelines of the Family Assistance Office. ****Please note*** – your child ***must attend*** during the period of notice, otherwise CCB will not be deducted and full fees will be applied – Centrelink will manage this from their end of the fee processing week. There is a form to be completed and signed, cancellation can only be accepted in person from the account holders. Please be rest assured that should you wish to withdraw your child, your child will not be treated any differently, your child will still be our **PRIME AND NO. 1 CONCERN**.

***Please note:- you will be liable for the 2 weeks of notice fees. Should you not use these two weeks – FULL FEES will apply – CCB funding will not cover fees for non attendance during these last two weeks.**

OBLIGATION OF STAFF / UNWELL / HAND WASHING

All Centre Staff are reminded in our “**STAFF HANDBOOK**” of their obligation to the children and other staff members not to come to work if unwell. Children and Staff are encouraged to follow simple hygiene procedures, such as washing their hands before eating and after outdoor play and toileting. We provide paper towel, soap, and all staff follow suit with a specially formulated, dry antiseptic hand wash, which is located in pump bottles all over the centre. The hand wash is applied to the hands dry and eliminates germs and the possible cross infection from each other or to the children themselves. Staff are reminded that it does not replace hand washing. It's an alternative when immediate hand washing is not available.

ORIENTATION / SETTLING IN

Starting child care for both the child and the parent should be, and can be, a relaxed, comfortable experience. Hopefully, the transition of your child being left won't be too traumatic. In some cases, the children do get upset and we urge parents to feel free to stay awhile so that the child does not feel abandoned, afraid etc. and is reassured that you will be back in a very short while.

Parents are quite welcome to join in, sit and watch this is quite OK with the staff in your child's room. We can also provide time out of the room for your child to engage with educators and we can even provide a cuppa whilst you are waiting.

This settling in time may be required in the early stages but, should not be encouraged as an ongoing practice. We are able to care for your child, comfort your child and to reassure that you will be back for him or her very soon. Phone calls are another source of letting you know how your child is coping with the day, I will ring you if your child is upset, stressed or fretting, and I do not allow for this to continue for more than 1/2 an hour at the most. By that time, if we cannot settle your child, I will contact you, so that maybe another time, a shorter time, may be a better solution.

I DO NOT and WILL NOT keep a child at the centre if stressed by not wanting to be there.

It is not fair on the child's wellness and wellbeing.

They are just too little and their emotions come before anything or anyone else.

We are here as carers and educators of your child - your child needs to be able to trust us.

Trust is of the utmost importance.

*Please refer to our – Continuity of Education and Care Policy **

PARENT PARTICIPATION

Parents are encouraged to be **INVOLVED** with the Centre and its daily operations.

We are constantly looking for ideas, whether it be activities, meal times, policies, accreditation involvement, sharing hobbies, music, social events etc.

Your views, comments etc. are always used constructively and addressed immediately.

THERE IS NO FUND RAISING WHAT SO EVER. Parent involvement in a fun and social way is all we ask, to show the children that it's your centre too.

Please feel free to pass on any ideas you may have, spend some time at the Centre with your child and try to **"BE INVOLVED"** It can be great fun.

Whilst we encourage family participation, many and prolonged periods of time where a family member stays with the child is not encouraged. We do arrange for special times and events where families can enjoy times with their children in the centre. Your child is in safe hands, and be rest assured, will be enjoying their play times and friendships made at the centre.

*Please refer to our – Parental interaction and involvement in the Service Policy**

PRIORITY OF PLACES

Priority of places is given by the Child Care Payments Section of Centrelink (not ourselves).

They are: -

1. **Children at risk**
2. **Parents with an existing Permanent Booking in the Centre**
3. **Working Parents**
3. **Parents enrolled in courses or seeking employment**
4. **Parents with a medical certificate/condition**
5. **Parents who require care for leisure activities/shopping/appointments etc.**

If we have no vacancies for your child upon inquiring, their names will be placed on a waiting list. You will be contacted as soon as a place becomes available, keeping in mind the above priority of places.



PROBLEMS/CONCERNS

Should you have any concerns about your child, any of our staff, the Centre's policies etc, then please do not hesitate in contacting me to make a time to discuss the issue, then I, in return have the opportunity and responsibility to resolve it.

'YOUR CONCERN IS OUR CONCERN'

Responsible person in charge –Diane C Murray - 0439638880 Email – dianne@kidznco.com.au

If the complaint is not acted upon satisfactorily, then you have the right to contact a Children's' Service Advisor at the Dept. of Education and Early Childhood Development, Moe.

THE PROGRAM / CURRICULUM

This is presented on each Room's and replaced every second Monday. The **CURRICULUM** is devised and deeply researched by the ETC, Qualified Educator/ Room Leader in your child's room.

It covers all the areas of learning so that the children receive diverse challenges, building on their interests and abilities. We also practice the Marte Meo Method – Circle of Security, focusing on a child's strengths, encouragement, communication and a program to identify, activate and develop interactional and developmental skills.

Always feel free to portray your ideas into the curriculum planning, the Room Leader in your child's room would appreciate these ideas. They can be ideas from your profession, your hobbies, cooking, expressive arts and crafts etc.

*Please refer to our – National Quality Framework Policy, Education, Curriculum and Learning Policy**

SHOW AND SHARE

"Show and Share" has always been a favourite time for the children. Your child is most welcome to bring in items for "show and share", **when they are the 'focus' child or requested by the teacher/educator** in each room, but we cannot be held responsible if lost or broken items. Due to the number of Items brought in each day, please name and leave any expensive items home until "well loved" and ready for sharing with friends.

"Sharing" time can be very amusing. We hear many interesting things from the children – if you hear interesting things from your child about us then please share it with us as we will with you. I'm sure we'd all like to clarify any of the children's misinterpretations of anything they may have seen or heard at the centre, just as of those that we sometimes hear that happen at home.

Many, many amusing things and sometimes not so amusing things are told in "Show and Share" – the important thing is to place into perspective and should you feel it important enough – then 'share' it with us, as we would with you.

SMOKING

We stress the need for a **"SMOKE FREE"** environment for the benefit of all children & staff attending the Centre.

All staff, parents, families and visitors are asked to refrain from smoking within the Centre's boundary. Please refrain from leaving cigarette butts around the front of the building, car park, gardens and entry area. Please do not empty car ashtrays in our centre carparks.

*Please refer to our – Tobacco, Drug and Alcohol Policy**

SPECIAL CARE

Special Care is required for all children - this could be as simple as a bedtime toy or blanket, a song, a hug, their own feeding or sleeping routine, right through to special care required for children either physically, socially or emotionally. Please, talk to us, so that we can arrange a meeting with you to discuss options in care for your child(ren).

Our Inclusion policy is displayed on our information board.

Please note that whilst we will do our best to accommodate children requiring specialized care, we are also not trained or have the ability to assess professionally, a child's ongoing care and support within the centre. The child would have to be assessed by a professional Doctor or Paediatrician

Please refer to our – Additional Needs Policy

EDUCATORS TRAINING SESSIONS (ETS)

Educators Training Sessions (ETS) are required once per month. These training sessions are essential in allowing educators to “get together” as individual rooms and as an entire Centre to discuss how we can better ourselves, the Centre and its operations.

The time given by Educators for ETS's is given voluntarily – in their own time.

On the night of at ETS all children must be collected by 5:30 pm (for a 6 pm close) – to allow Centre cleaning, dinner and meeting to be completed at a reasonable hour. Staff volunteer this time to increase the quality of care & education of all children. Your assistance in this is essential and appreciated.

Please remember that some staff have been at the centre since 6:15 am of an ETS, therefore the earlier we start, the earlier they can go home to get some well-deserved rest and sleep.

Please refer to our – Educator and Management Policy*

SUN SAFE - SUN SMART

Our **SUN SAFE POLICY** is designed in the best interest of all children and staff attending the Centre and to give parents reassurance that their child is being protected in the best possible way from the sun's harmful effects.

Each morning during the months of September through to May, your centre Director will print out the daily UV INDEX and will display this so that everyone has an indication of when the UV is at its highest.

The Centre will minimise play outdoors during the warmer months, September to May, between the hours of 11am & 4pm daylight saving time, otherwise 10am and 3pm. We will at all times provide SPF30+, Broad Spectrum, Water Resistant sunscreen, which will be applied, by staff, to all children before going outdoors. If your child is not allowed to use sunscreen, please advise the Centre in the allergy/sensitivity section of your Child's Enrolment Card.

A sunhat must be bought to the Centre for your child, one that protects the face, neck and ears, i.e. legionnaire or broad-brimmed hats. Children without a suitable hat and clothing to cover and protect the body area will be asked to play in an area protected from the sun.

We have covered sand-pits, large verandas and shade ports to cover some unprotected areas to enable children to access outdoors.

Staff are also required to wear a hat and sunscreen, as a sign to the children that everyone 'Big or Small' must be protected from the sun's harmful rays.

Information from the Cancer Council regarding the effects of UV rays is available from the front desk and all families are encouraged to continue this Sun Smart Policy when at home or going on outings with the children.

Should an excursion be arranged between September and May we will ensure that the children are fully protected or arrange for the excursion to be before 11am or after 3 pm (10am and 2pm daylight saving time). Staff will program activities for the children to help them understand the importance of sun protection along with information being delivered via our newsletters for home and family use. For any further information, please do not hesitate in talking with myself or staff, who would only be too happy to assist you.

The (5) S's for Summer are:-

1. Slip on a shirt
2. Slop on some sunscreen
3. Slap on a hat
4. Seek some shade and
5. Slide on some sunnies



*Please refer to our - Physical Environment (Workplace Safety, Learning and Administration) Policy**

SWEETS, GUM & OTHER

We do not promote the excessive consumption of sugars, fats and or low nutritional food items. We do not permit children to arrive at the centre with chewing gum, sweets, packs of chips or fast food items. We cannot allow children to have these in their hands, in their mouths, or in their bags upon entering the centre. Please DO NOT bring your child in with their bottle filled with coke, cordial etc.

Chocolate bars or potato chips etc. are not an appropriate breakfast for children. Cordials and soft drinks are prohibited. Fast food items are also prohibited. Staff are not permitted to carry through the centre in eye view of children any take away fast food items, they must be covered or in plain packaging.

*Please refer to our – Health, Hygiene and Safe Food Policy**

NUTRITION

Should families like information in relation to healthy eating habits, nutritional advice or strategies for young children, please do not hesitate to ask your centre Director, we would only be too happy to assist.

The Company Director (myself) holds a current certificate in Nutrition for Children and Adolescents. Recipes that we use at the centre, nutritional information, ideas and up to date health tips will be posted in our monthly centre newsletters.

GOVERNMENT DEPARTMENTS

Australian Children's Education & Care Quality Authority

www.acecqa.gov.au is the governing body that oversees the following

Departments and legislation -

Department of Education & Early Childhood Development (DEECD)

National Quality Framework (NQF)

National Quality Standards (NQS)

National Law and National Regulations



Early childhood services/centres are licensed, guided and regulation by both the DEECD, NQF and NQS.

This centre is licensed by the DEECD and is registered to comply with all of the above

We have available the National Law and National Regulations October 2011 for your perusal should you need any information regarding licensing, regulations etc, we would be happy to assist or, you can call or check out each departments website for lots of information on centres, parenting tips, what to do, quality standards of centres etc.

ACECQA www.acecqa.gov.au DEECD www.education.gov.au

OPEN DOOR POLICY-

At Kidz n Co Learning Centres - our doors are always open –

which means, we welcome families to be in the centre with their children on specials occasions, for short plays and visits, to bringing in relatives to see where the child/ren are being cared for. It's nice to know that should you wish to visit, stay or play, we are only too happy to oblige. Never leave your child if you are not 100% sure that they are going to settle. We can assist in this, but if you feel at all uncomfortable, please talk to the centre staff, so we can ensure or arrange another time or booking when you are more comfortable in doing so.

Our doors are open - so come on in.....:)

A notice in reception will state dates of when families are invited to the centre for 'special' days i.e.

Mother's Day Morning Tea, Father's Day Morning Tea, Grandparent's Visit Day, Kinder Room Graduation Night etc. Please look out for that notice – if you can't find it, just ask the centre staff.

We do not encourage ongoing, long stays as this does not assist centre staff in settling or orientating children whilst family is present.

*Please refer to our – Parental interaction and involvement in the Service Policy**



CLOSURE

We all hope your child enjoys all the facilities this centre has to offer, the experienced caring centre staff, the warm homely atmosphere and the worry-free feeling given to parents as they leave their children in our trusted care.

As firstly expressed, we wish to make this centre one of the best Early Learning Centres available. We can only do this by all of us working together in the best interest of our children.

The Centre is participating in the Governments **National Quality Standards NQS**, which focuses on '**7' Quality Areas and Principles of Quality Care** to ensure that all aspects of Child Care are for the benefit of the children, staff and parents.

We are currently participating in the **National Quality Standards** program.

Please find thee **7 Quality Areas** at the back of this handbook.

Child Care and Child Care Centres have come a long way over the past few years, no longer can it be classed as "baby sitting" but a commitment by dedicated early learning educators to ensure that all children in their care, have the best possible chance, the best possible start in their very early years of life - children have a long road ahead, and if there's any chance we can teach them of how important they are, then maybe we have placed in their hearts of how important they will always be, in the future.

**THANK YOU FOR GIVING US THE OPPORTUNITY TO CARE FOR
YOUR FAMILY.**

"IT TAKES A VILLAGE (COMMUNITY) TO RAISE A CHILD"

This handbook by:-

**Dianne Murray Dip C.S. and
Company Director
Kidz n Co Learning Pty Ltd
Mobile – 0439638880
Email - info@kidznco.com.au**

**Sean Murray Dip C.S.
Company Director
Kidz n Co Learning Pty Ltd**



Our Daily Curriculum/Program



6:30 am TO 9.00 Arrivals, children participate in quiet activities, toys, books, playschool/wiggles songs, interactions with educators & families

9.00 to 10.00 Children's activities as per curriculum display - Arts, music, movement, cooking, drama etc

10.00 to 10.30 **MORNING TEA**

10.30 to 11.45 Indoor / Outdoor free play, incl. as per curriculum display
Woodwork, Painting, water play, Ball Games etc

11.45 to 12:30 Under 3's **LUNCH TIME**
Over 3's & Kinder Room - Story time/show & share

12 Noon to 12.30 Over 3's & Kinder Room **LUNCH TIME**
12:30 to 2:00 Under 3's rest time

12.30 to 2.00 Over 3's & Kinder Room - Quiet/Rest Time

2.00 to 3.00 Under 3's Outdoor free play or indoor whilst still waking
Over 3's & Kinder Room outdoor play for their
Physical Development. Art activities outdoors

3.00 to 3.30 **AFTERNOON TEA**

3.30 to 5.00 Indoor/ Outdoor curriculum as per display. Play doh , Goop, Slime, Board Games, Puzzles etc.
Choice of indoor or outdoor play

5.00 to Close Indoors for books, toys, family grouping time interactions
SNACK/DRINK TIME

CLOSING TIME - all children are to be collected prior to closing time of 6:00 pm **or** a late fee will be charged.

This Daily Curriculum / Program is a sample only, and on most day's will be in full operation. Some days, due to weather conditions, outdoor play sessions may be interrupted. Where possible could parents please bring their children, prior to activities starting, this is a great help to staff which also ensures that your child does not miss out on some very interesting/fun/busy learning time.

Kidz n Co Learning Pty Ltd - Pj's Centre Fee Structure As of 1st September, 2018



FEES:-

Child Care Subsidy (CCS) is available and will be deducted from the following fees if entitled. All booking fees are per child. All bookings once booked are payable.

FULL WEEK - 6:30 am to 6:00pm all inclusive **\$485.00 per week**
Monday to Friday 10 hours maximum per day

FULL DAY - 6:30 am to 6:00 pm **\$103.00 per day**
10 hours maximum per day

BEFORE & AFTER SCHOOL CARE - (drop off and pick up to/from P.P.S.)

Before School Care 6:30 am to 8:30 am **\$35.00 per morning**

After School Care 3:30 pm to Close **\$35.00 per afternoon**

Family's child/ren must attend Pj's on the same day as school child/ren

LATE COLLECTION FEE this if for children who are at the centre after 6:00 pm
CCS not applicable also where a child has attended for more than 10 hours in the one day
Charged at a minimum of \$30 per family for the first 15 minutes, then charged in blocks of 15 minutes @ \$30 per block. Two staff are required to be paid penalty rates after the centre has closed at 6:00 pm – in 15 minute blocks.

Public Holidays are payable. Government rebates are still applied to these holidays.

BOND FEE required when booking made **\$150.00 per family**

OVERDUE ACCOUNTS 2 weeks overdue **\$10.00 per child per week**

HOLIDAY 50% DISCOUNT refer to Family Handbook for terms and conditions

**KIDZ 'N CO LEARNING CENTRES
OFFERS A COMPLETE SERVICE
THAT OTHERS CAN ONLY FOLLOW...**