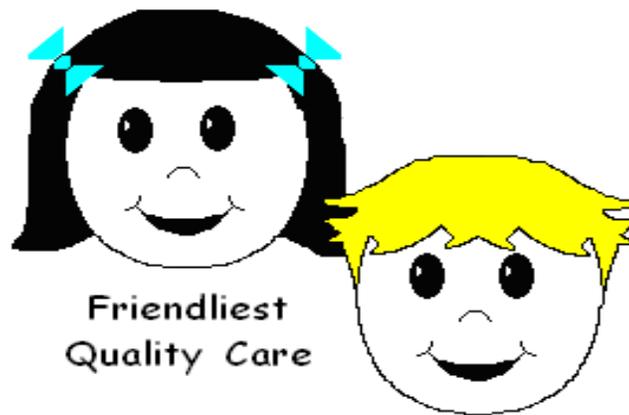


# GLANDORE PRIVATE KINDERGARTEN AND CHILD CARE CENTRE

## Handbook for Families



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Ph 82936744 Fax 82936754

Email [glandorechildcare@bigpond.com](mailto:glandorechildcare@bigpond.com)  
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**CCMS Ref No. 1-631-3983-LDC**

**Translating Services** [http://www.immi.gov.au/living-in-australia/help-with-english/help\\_with\\_translating](http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating)

**IF YOU NEED THIS OR ANY OTHER CENTRE INFORMATION IN ANOTHER LANGUAGE OR COMMUNICATION TYPE, PLEASE ASK THE DIRECTOR**

## **Welcome to the FRIENDLIEST Kindergarten and Child Care Centre**

We would like to welcome your family to our centre. Our goal is that your child/ren's stay with us will be a very happy and enriching experience, for you and your child/ren. We are proud of our reputation for Excellence and for being the Friendliest Child Care Centre. We want you to come to know us, and what we believe in, and we hope you will support our Philosophy, and educational and care practices. We welcome parent and community suggestions and feedback to our regular reviews of our Philosophy, Policies and Procedures.

### **FAMILY COMPANY**

Joan and Kerry Mahony purchased the Centre through their family company Jakana Services Pty Ltd, in October 1997. They have always maintained a happy family atmosphere at the centre, and close relationships with our educators and families. Their personal mission is to ensure children have the opportunity to develop to their maximum potential. They aim to have a positive impact on all people they associate with, and to continuously improve all aspects of the Centre facilities, policies and educational programs.

Joan and Kerry are keenly interested in, and aware of, contemporary issues in education. They implement this knowledge into innovative learning experiences for children, parents and educators. They have a family of four children, and two grandchildren, and can empathise with many issues confronting parents.

### **MANAGEMENT TEAM**

#### **OWNER/LICENSEE– Joan Mahony**

Joan has had a long career in Nursing, Teaching and Child Care. She has a Masters Degree in Special Education, and holds Bachelor Degrees in Early Childhood Education, Nursing, and Arts, and has TAFE trainer qualifications.

After completing Nursing training, she worked in Rehabilitation, nursing people with spinal injuries, and as a Graduate Nurse Educator. Since training as a teacher, she has taught children with special needs in high school, primary school, kindergarten and child care. She has also studied Children's Literature and Montessori methods. She mentors our Early Childhood Educators to achieve their full Teacher's Registration.

Joan has worked for TAFE to train our own educators in the Diploma in Children's services. She has worked as a validator for the National Childcare Accreditation Council and has been Chairperson of, and a Board member of Network SA – a federally funded organisation which supports Child Care Centres. She loves interacting with the children, and seeing them grow and develop. She also enjoys mentoring and helping staff develop.

#### **OWNER/LICENSEE – Kerry Mahony**

Kerry worked for has mainly worked in management of large companies, and spent many years as the CEO. He has qualifications in Accounting and Economics. After leaving corporate life, he ran a very successful Management and Leadership Training business, and subsequently worked as a consultant to many different Adelaide manufacturing companies.

Kerry is President of the Australian Child Care Alliance, SA, which represents the non-government childcare sector in this state. He puts in considerable time lobbying various government departments, in an effort to influence decisions which affect child care centres and parents. Kerry now devotes much of his time to overseeing the management of the centre. He uses his considerable experience to assist with educators' training and supervision. Kerry is also involved with daily maintenance and upgrade of centre facilities. Kerry convenes the Parent Consultative Committee.

Kerry always has time to talk with the children each day, and enjoys their quirky points of view.

## **DIRECTOR and EDUCATION LEADER – Sarah Lynch**

Sarah was appointed Director and Education Leader of Glandore Private Kindergarten and Child Care Centre in 2016. She has been working at Glandore since 2012. Sarah has worked in child care since 2008 and holds a Diploma in Children's Services. She has worked with all ages of pre-school children. Sarah is from Victoria and has had experience working in several different states over her many years in the industry. Prior to being appointed Director, Sarah was the Centre Education Leader and Assistant Director. Sarah also has a Certificate 4 in Training and Assessing and uses her knowledge and experience to mentor and lead our team of educators. She enjoys attending Professional Development workshops and conferences, and sharing her knowledge with her team.

Sarah is passionate about working with children, and promoting all aspects of their development . She loves to watch them learn and grow. "They are such magical little beings who absorb so much information. It makes me feel good when the children call my name as I go through the rooms."

Sarah's infectious, happy enthusiasm creates a warm, friendly environment for children, families, educators and visitors.

## **ADMINISTRATIVE OFFICER – Derelie Taeuber**

Derelie's children attended the centre for many years. She began working as administrative officer when they began school. She handles the centre records and fees, as well as having the payroll and HR responsibilities.

Derelie has achieved Trained Child Care Educator status through studying her Diploma in Children's Services. Her previous work experience was 16 years in Retail Management, working in both Administration and Personnel. Derelie was also the financial officer of our local Kindergarten.

When she works with the children their hugs make her day. Derelie is full of amazement and wonder that she can help develop and teach the children. She loves children's openness and honesty. Her philosophy is to be as caring and helpful as possible to everyone.

## **Mission Statement**

The Glandore Private Kindergarten and Child Care Centre's goal is to provide secure loving care for children, as an extension of family life. We aim to care for and educate children in a safe, friendly, happy, homely environment that recognises the uniqueness of each child's experiences, capabilities and potential. We strive to provide the highest quality childcare and educational programs, to promote the emotional well-being, and holistic development of each child. With friendly supportive caring, we aim to promote the wellbeing of all families and educators in our community.

## **Vision**

Our vision is that all families who require child care, are able to affordably access the highest quality care and education for their children. We aim to assist the children in our care to develop holistically, and to develop suitable dispositions to assist them achieve to their potential in the future, and so make a positive difference to their communities.

## **Our Values**

We value giving friendly, caring support to children, educators and all families in our community. We value promoting a culture of inclusivity where all participants are recognised for their unique qualities and their contribution to society. We value collaborating with families in making decisions and planning for their children. We value ongoing professional development for our educators, so that they may deliver the highest quality educational programs, and care to the children. We value children's rights to learn through play. We value promoting a sense of being, belonging and becoming for all members of our community.

# *Philosophy of Care Glandore Private Kindergarten and Child Care*

We are committed to providing care which is an extension of family life. We believe that families are the most important care providers and educators in a child's life. We aim to support the family's role and to care for, and educate children in a safe, friendly, happy, homely environment that recognises the uniqueness of each child's experiences and capabilities. We are committed to ongoing continuous improvement of all aspects of our service. Our Centre will:

## **Recognise the uniqueness and individuality of each child by:**

- Seeking frequent exchanges of information with families and encouraging them to contribute to the centre.
- Welcoming all families, and seeking to learn about and appreciate their cultures and diversity.
- Keeping records to ensure optimal holistic development of each child, and sharing information with families.
- Inclusively providing for children with additional needs.
- Collaborating with and referring families to specialised agencies as required.

## **Create an environment where children have a sense of belonging, where they are respected for being themselves, and their potential for becoming full and active participants in society by:**

- Focusing on children's wellbeing and involvement in learning.
- Constructing appropriate curricula, programs, routines and learning experiences based on children's interests, careful observation, and input and feedback from families.
- Developing excellent assessment procedures so educators plan optimally for each child's future learning.
- Recognising that children are naturally capable, competent, curious and creative.
- Recognising that children are natural researchers who question, hypothesise, predict, experiment, collaborate, and communicate and represent their discoveries.
- Believing that children are active, self-motivated learners who construct their own learning.
- Providing appropriate intentional teaching to extend the learning, and introduce new concepts.
- Actively listening to, valuing and extending on children's ideas, opinions and input
- Fostering positive and robust dispositions such as autonomy, responsibility, interdependence, optimism, resilience and enjoyment of learning to contribute to their future learning success.
- Developing warm, secure, responsive and reciprocal relationships with all participants in the centre.
- Valuing "play" as the best way to promote children's communication, social and experiential learning.
- Encouraging independence, self-expression, self-confidence, self-respect and respect for others.
- Providing experiences promoting physical, social, emotional, and creative growth.
- Providing welcoming, flexible, stimulating, and enticing environments and resources to enhance learning.
- Creating a safe, happy, comfortable and loving environment where children joyfully take the opportunities to explore, learn and develop, to develop communication skills, and to experience positive relationships.
- Having high expectations for each child's success, by addressing each child's individual potential and needs.
- Ensuring we are a "Child Friendly" organisation, protecting children from abuse and neglect.
- Helping children to care for, appreciate and respect others' rights, individual differences and cultural diversity.
- Actively promoting an anti-bias perspective in all aspects of our service
- Educating children about Sustainability, and promoting positive ecological outcomes for our world.
- Partnering with families to assist children to achieve smooth transitions to other communities.

## **Support the child's development within the context of their family by:**

- Recognising, valuing and responding appropriately to the diverse influences and needs of families, educators and the wider community. Encouraging educators to achieve cultural competence.
- Working in partnership with families and the community to promote children's holistic development.
- Valuing and partnering with parents in the development of the centre's program and policy decisions
- Ensuring direct contact with families by daily discussions, phone calls, messages and meetings, to inform and discuss general and specific aspects of children's development, or the service programs and decisions.
- Creating and maintaining a safe, healthy, happy and friendly environment that nurtures children and encourages open communication with and feedback from families.

## **Being a learning organisation for educators, families and students by:**

- Selecting appropriate educators who love children, and are motivated, sensitive and responsive to the needs of children and families. Providing training so that they can deliver the highest standard of care and education.
- Facilitating a culture of reflective practice for educators, to strive for ongoing improvement in their practice.
- Working with students to instill a love of child care, and wide knowledge of best practice
- Providing information, resources and education for parents and families

## **Implementing high standards of care and education, complying with all regulatory and accreditation requirements, to provide a service with the highest standards of excellence, which practises ongoing Quality Improvement.**

**This philosophy forms the basis daily care and education of the children, the programming, and all interactions.**

Original Philosophy January 1998

Reviewed by Educators and Parents Dec 2016

Update due Dec 2017

REFERENCES: United Nations Convention on the Rights of the Child Guiding Principles, Our Children the Future Conference, 2003 Early Childhood Australia Code of Ethics 2006

## **LICENCE**

Our Centre is licensed by the Education and Early Childhood Services Registration and Standards Board of South Australia, who are responsible for overseeing the implementation of the National Law and Regulations, and for Quality Accreditation. Our Licence is displayed in the foyer. The Department regularly inspect Centres to check for compliance with all regulations.

## **ACCREDITATION**

Our Centre has received a rating of EXCEEDING the National Standard at our last assessment visit. We are accredited by the Education and Early Childhood Services Registration and Standards Board of South Australia. Payment of Child Care Benefit fee subsidy for parents relies on Centres achieving and maintaining high levels of quality assurance. We continuously strive for ongoing Quality Improvement through our Quality Improvement Plan. We keep parents informed about the process. Family participation in, and contribution to this process is sought and welcomed. A copy of our Accreditation Certificate is in the foyer.

## **ENROLMENT**

Please fill in and return to the Centre all forms given to you, or downloaded by you. A manager will conduct an initial interview, and show you the centre. You will be introduced to educators in the room where your child will be placed. They will explain procedures in the room, and show you the educational program. After paying the bond, we will agree on starting dates and bookings. If no place is available, we will place your child's name on a waiting list. We follow priority of access guidelines from the Commonwealth Government.

We are required to inform parents who are not working or studying, that on rare occasions, if we have to give a place to a child with a higher priority, and we have no vacancies, you may be asked to leave the centre.

It is important that you inform Centrelink of your enrolment in our centre to obtain Childcare Benefit and Child Care Rebate, before commencing care. We charge full fees until Centrelink notifies us of your rebate percentage. We ask for a **\$400 bond** on enrolment which will be refunded when you leave. Bring in your Blue Immunisation Record book when you return the enrolment form. It is essential that you keep your child's immunisations up to date, as benefits may be cancelled if you fall behind. Please inform us when your child has additional immunisations.

We offer complimentary orientation sessions for your child. The first one being a half hour visit with your child and the Room Team Leader, please use this opportunity to ask any questions you may have regarding your child's care. Also, make us aware of any additional needs eg health, development, allergies, dietary, language, religious requirements, or family issues, you or your child may have. The second visit can be up to 2 hours with you leaving your child here with us to help settle them in before their first full day.

## **PRIVACY OF INFORMATION**

In order to provide the highest standard of service our organisation is required to collect personal information from our clients. We are committed to respect the privacy of all individuals and we abide by the National Privacy Principles contained within the Privacy Act. Educators are subject to our Confidentiality Policy and all children's records and family information are to be treated confidentially. (See Privacy Policy)

## COLLECTION OF CHILDREN

Children are not allowed to leave the Centre without the written consent of the parent or guardian. You are asked to nominate all people who can pick up your child on the Enrolment Form. If persons other than the parents are to collect the child, please either write a note in the **Parent Communication Book**, or ring the centre. If you ask a person to pick up your child who has not been nominated in the Enrolment Form, you will need to give us written consent. Please inform anyone else picking up your child, that they will be asked to show Identification (preferably a Driver's Licence) to educators before the child will be allowed to leave with them.

If access is to be denied to a non-custodial parent or other person, we require a copy of legal documents which state this. **Notify us immediately of any changes in Custody Orders, Parenting Orders or Parenting Plans. Do not tell anyone else the security door code. Do not let anyone else in the door with you. Visitors must ring the doorbell. Do not allow children other than your own to exit with you.**

## SAFETY AND EMERGENCY PROCEDURES

The centre has a security monitoring system including hard wired smoke alarms, ambulance and police call. Fire evacuations are practised regularly.

All permanent educators are required to hold current first aid certificates. Policies are in place for any unexpected medical emergencies. **We must have your updated emergency contact details on record so we can contact you immediately if it is necessary.**

*Please note that on enrolment you authorise us to call an ambulance, medical practitioner or other medical agency deemed necessary for your child. **This will be at your expense. We recommend that you have ambulance insurance as the cost of ambulance attendance could be more than \$500.***

## YOUR CHILD'S LEARNING AND DEVELOPMENT

We place the highest priority on your child's learning and development while in the Centre. We employ educators with Bachelor of Early Childhood Degrees, and other qualified educators who are studying for this degree. The majority of our educators hold, or are studying towards their Diploma in Children's Services. All educators are involved in ongoing Professional Development and Training.

We follow the nationally approved Early Years Learning Framework when programming in all rooms. We take regular observations of all children, in all areas of development. The program in each room is based on individual and group interests and developmental needs. We focus on literacy, mathematics, science, creativity, technology, diversity, our world, health and self-development, as well as fine and gross motor skill development. Please ask educators to explain the program, and your child's involvement. We are happy to make appointments to privately discuss your child's progress, and show you their records. We welcome your feedback and suggestions. You will be informed when your child is being focused on for observations, and asked for feedback and suggestions for our programming.

Programs are on the noticeboard in each room. Please take time to read and leave comments on the programs. Our educators are always looking for parent input and feedback for our programming. We regularly have visitors to our centre to expand your child's education. Some excursions and incursions will be planned from time to time.

## **MONTESSORI PROGRAM**

All children in the Pre-Kindy and Kindergarten participate in Montessori Education. The program is led by Bethany, who is studying her Advanced Montessori Diploma, and is an experienced Montessori educator. Montessori is both an educational system, and an educational philosophy. Initially, children learn with special, hands on, self-correcting, educational resources, which enable them to make step by step progress. Each child progresses individually, developing coordination, concentration and independence. The program is integrated with our other educational programs in the rooms, and resonates with our Centre educational philosophy.

## **PRIVATE KINDERGARTEN**

Our Kindergarten is recognised by the Department for Education and Child Development, and offers Universal Access. We deliver 30 hours of programmed activities weekly. The program is overseen by Early Childhood Registered Teachers. Most educators hold a Diploma in Children's Services, or are studying to become trained Educators. We constantly research contemporary educational methods and philosophies, so we can implement the best of these models into our own practice. We cater inclusively for gifted children, and those with additional needs.

Kindergarten children participate in a take home reader program, and we use beginning learning of phonics. We focus on school readiness, and developing listening skills, concentration, thinking skills, problem solving, co-operative learning, and talking to a group.

## **EXTRA CURRICULAR ACTIVITIES**

We may offer additional activities through private teachers such as dancing, sport or music. Ask the Director about what is being currently offered.

## **YOUR CHILD'S HEALTH AND FITNESS**

We hold daily fitness sessions. Our educators have regular update training. The sessions are fun, with dancing to catchy music, and games.

## **NUT FREE CENTRE**

Some children in the centre have life threatening allergies, especially to nuts. We ask you not to give your child nut products such as Nutella or Muesli bars before attending the Centre. Do not bring any nut containing foods into the Centre.

If you have given nut products to your child, please wash his/her face and hands thoroughly.

## **FOOD AND NUTRITION**

The Centre has achieved "**Start Right Eat Right**" Status. Our menu is developed by our qualified Chef, and we provide balanced, nutritious hot and cold meals and snacks. We encourage children to try different foods with our dishes from many different cultures. Food for babies and toddlers is age appropriate. Menus are posted on noticeboards. Parents are asked to provide feedback on this aspect of our operations. Please make us aware of any cultural aspects of food or eating for your child. Notify us of any food allergies your child may have.

Water is available at all times for drinking. Milk is provided for baby bottles when appropriate. Breakfast of cereal and toast is **only served up to 8am.**

We love to celebrate birthdays, but only Birthday cakes provided at the Centre for \$5 are served. This is to comply with our Nutrition policy and to ensure allergies are taken into account. Lollies etc will not be given to children, and we ask you **not to provide your child with any extra food. We are a Nut Free Centre.** ***THE WRONG FOODS COULD BE LIFE THREATENING IF A CHILD WITH ALLERGIES EATS THE THEM.*** If your child requires gluten or yeast free products, we may ask you to help supply these foods.

## **ILLNESSES AND ABSENCES**

**Do not bring your child into the centre if he or she is obviously unwell, as we are not equipped to look after sick children all day.** We have clear guidelines about not accepting children who are ill. This minimises the risk of spreading illnesses to other children and educators. *Please refer to our Exclusion of Children with Infectious Diseases Policy.* Notify us if your child has an **infectious illness**, and abide by the exclusion periods set by the South Australian Department of Health. Please give the centre maximum notice if your child will be absent for any reason.

If your child becomes ill, or has a serious accident, we will immediately notify you. We will call an ambulance if we consider it warranted. Ensure your emergency contact details are up to date.

If your child has ongoing health issues, you must have an interview with the Director to initiate Health Care Plans. Return the appropriate forms filled in by your doctor. We have regular educators' Asthma and Anaphylaxis training.

Notify the Director of any new immunisations given. If your child is unimmunised, or if the centre does not have information about your child's immunisations, your child may be excluded from care if a vaccine preventable disease is present or suspected at the Centre. Also your Centrelink benefits may be ceased.

**Notify educators if your child requires medication.** Have your doctor write the dosage up on the Medication form. Hand the medication to an educator for locking up. The parent is to give the form to an educator, who will fill in the details on the reverse side once the medication has been given. At the end of the day parents should counter sign the dosage of medication.

## **TOILET TRAINING**

Please discuss your child's readiness for toilet training, so we can support both you and your child. Some children gain control earlier than others, so we individualise toilet training for each child.

Children in the Pre-Kindy group generally are expected to use child size toilets when trained.

## **NAPTIME**

Please let us know when or if your child regularly sleeps. We provide linen for each child which is laundered weekly. Babies and toddlers maintain home sleep patterns. Bring in comfort items.

Children who do not sleep participate in restful, quiet activities after lunch.

***Babies under 12 months are settled according to our Safe Sleep Policy. Medical authority is required for them to sleep on the side or back.***

## **PARENT AND FAMILY PARTNERSHIPS**

We welcome parents' and families' involvement in all Centre activities. We have regular Parent Meetings and some social activities after working hours. We may also have "Special Person Days" where Grandparents, relatives or close friends are invited to share Centre activities with the children.

We invite parents and families to come in to the Centre to visit at any time. You are always welcome. Perhaps you would like to share in some of the children's activities such as stories, songs, assisting with art or outdoor activities. If you have a special talent, or would like to tell us about your job, or share aspects of your cultural background, we would be delighted to arrange a time suitable for you.

### Parent Consultative Committee

We need parents who wish to have an active part in assisting the Centre to achieve its ongoing Quality Accreditation goals, and to help us formulate new goals. Parent input and feedback is vital in this process. Talk to the Director if you can give time to attend the meetings. If you cannot attend, we will be happy to give you an agenda, and copies of Policies which are under review so you can add to our discussions.

### Parent Meetings

Open parent meetings are held, at which room leaders and the Management provide you with direct information on our activities and plans. This is a forum for you to ask questions, raise issues and needs and influence the forward development of the Centre. We also invite speakers who are experts in various fields relevant to child development and care, to provide external ideas and stimulation.

### Parent app

You will be able to receive messages and information from us on upcoming events, relevant documents, as well as be able to view your child's learning portfolio as our educators add your child's Learning Stories.

### Noticeboards

We put up notices to inform you of current issues of interest in the Centre. All rooms have a noticeboard with their program, routines and issues of interest to the families attached to that room. Please read these daily, and give our educators feedback. We ask you to write comments on our programs to help us assess their effectiveness.

### Daily Contact

Please ensure that you inform us of any additional needs, issues or concerns when you leave your child at the Centre, or ring us during the day. Parents are given a written and/or verbal report of their child's activities at pick up time. You are welcome to ask for clarification or to give additional information and feedback to educators.

### Surveys / Feedback / Suggestion Boxes

From time to time we send out surveys to gauge your opinions on various matters. Please assist us by returning completed survey. Informal feedback may be given at any time through the Suggestion Boxes in the foyers of each side.

### Grievance Procedures

If you are unhappy with any aspect of our service, please talk to the Director or management immediately. We will try to solve the issue to everyone's satisfaction. We have a Grievance Policy in the Policy and Procedures Manual, which will be followed as applicable.

### Parent Library, Pamphlets and Posters

We have a wide variety of books, pamphlets in our Parent Library area. You are welcome to help yourself to the pamphlets, and if you would like other information copied, we are happy to do so. There are also many posters around the Centre, through which we aim to provide you with information on many varied topics.

### Languages other than English

We are happy to provide important Centre information to families in their home languages. We can also access a wide variety of resources in languages other than English if required. An interpreter service is also available.

### Fundraising

We appreciate your support with any fundraising activities we may have. Money raised goes directly towards purchasing equipment for the Centre, or to a nominated charity.

### Donations

We always appreciate donations. These may be toys, books, equipment or clothing your child no longer needs, or cardboard boxes and other items which can be used for collage or construction.

Raffle prizes, stationery and writing paper are other suggestions.

## **PARENT RESPONSIBILITIES**

Always sign your child "In" and "Out". **Days absent (sick, holiday or R.D.O.) must also be signed for.**

**Ensure that your child is greeted by an educator before you leave. Do not take your child from the centre until you have spoken to the educator** caring for him or her, and received a report on his or her activities for the day.

**Notify us if your child will be absent on booked days.** (Fees and Bookings Policy). Fees are charged for **all** booked days, whether your child attends or not. Centrelink will pay Child Care Benefit for up to 30 absences per year (Holiday, Sick days, RDOs). If you bring a sick certificate, the days covered in the certificate will not be deducted from the 30 days to be subsidised. However, **you are still liable to pay the gap fee for all booked days.** Government regulations prohibit us from discounting fees to any parent. Pay fees one week in advance. Collect receipts and notices from pockets in the foyers.

**Notify Director immediately of any change in contact details, allergies or illnesses** your child may have, or of any other information which will assist us to care optimally for your child.

Keep informed of Centre issues and activities by reading digital communications, notice boards, room programs and the website. Ask educators about matters of concern, and follow correct procedures with any issues you wish to raise.

### **INDIVIDUAL AND ADDITIONAL NEEDS**

Let us know on enrolment if we need to be aware of your child's individual or additional needs. Also talk to us if you have any special cultural requirements.

Your child's development will be closely monitored in the Centre, and we will discuss this with you. Sometimes children will need extra support in various areas, and we can access this for you, or recommend specialist who may help you. Our educators will work closely with any Special Programs which may be devised for your child by outside professionals. Educators will be given extra professional development if required.

### **CAR PARKING**

5km per hour only. Use marked entries and exit. Watch for children. Hold you own children's hand in the car park. Do not park on nature strip. Do not leave children unattended in car.

### **TO BRING DAILY**

- A piece of fruit to share (soft fruits only for babies and toddlers)
- A named bag for belongings
- An approved bucket hat, if it is not kept in the room.

### **CLOTHING - LABEL ALL CLOTHES CLEARLY** – Check lost property boxes regularly

One of our goals for the children at the centre is to develop independence – Choose clothing which they can learn to manage eg – shoes with Velcro fastenings are easy

Your child will also be involved in active play, and dresses can be very limiting. Art and craft can sometimes be messy. We provide paint smocks, and our paint washes out, but we cannot take responsibility for damage if your child wears “good clothing” We recommend T shirts and shorts in summer, Track suits in winter. No thongs are allowed. Sneaker style shoes are best. Shoes need grip for balancing and climbing

**Sunsafe Policy** - Only children with sleeved clothing and a hat will be allowed to play in unshaded areas. .All children playing outdoors must wear an approved bucket style or Legionnaire style hat which shades the neck, when the UV index is more than 3. A hat must be kept at the centre, or in your child's bag. Hats can be bought at the centre for \$5.

### **Clothing**

*Under two's, toddlers and babies*

At least two sets of clothes  
At least four nappies (sufficient for the day)  
Spare pants and trousers for those who are toilet training  
Bottles labelled and made up for the day  
Comfort items

### ***Three to fives***

Suitable clothes for outdoor play with simple fastenings  
A full change of clothes (especially in summer for water play)  
Spare undies if needed

Please discuss with the Director any cultural issues we should be aware of in relation to clothing for your child  
**THE CENTRE TAKES NO RESPONSIBILITY FOR TOYS OR ITEMS BROUGHT IN TO THE CENTRE**

## **SEPARATING FROM YOUR CHILD**

Some children may experience a degree of distress when they begin child care, if they are not used to parting from you. Others may behave unhappily at parting, even after they have been in care for some time. Usually, this behaviour is quite normal, and often relates to the age and stage of development of your child. If you have concerns in this area, please discuss them with the educators or the Director.

Here are some Do's and Don'ts to assist with this issue to reduce the stress to both you and your child.

**DO** Talk **positively** to your child about Child Care before beginning care. Build up a feeling of happy anticipation about the fun he or she will have, and the activities you know he or she will enjoy most. Use our Orientation time to give your child a short session at the Centre  
Reassure your child that you will return later. Ask the educators to tell you what activities will happen at your return time. eg. "I will come back after sleep time, or after afternoon tea time".

Develop a routine for leaving your child. Discuss this with him or her on the way. "After you say hello to your teacher, I'll give you three hugs and three kisses, and then I have to go to work." Carry this through, **reassure your child you love him or her, say good bye, and leave. Do not come back for "one more hug.**

*You are always welcome to ring the Centre to ask about your child. You may talk to your child's educator or we will be happy to report to you on how he or she has settled down.*

Find out from educators about the day's activities, what your child enjoyed. Discuss your child's day on the way home, emphasising the positives "That sounds like fun. I bet you enjoyed that". Talk to your child about **all** of the educators. Talk to friends and family members about how good child care is, while your child is present. Display paintings of the fridge

**DON'T** Use bribes, threats or promises. Children are happy to see parents at pickup without treats.  
Don't make promises which can't be kept, eg particular friends or educators may not be there  
Don't wait around where your child may see you after you have said good-bye  
Don't just talk about one teacher, as it may cause distress if that person is absent.

Educators will care for your child with love, and help them to settle happily as quickly as possible.

## **POLICIES TO BE AWARE OF**

Please check the Policy and Procedure Manual located in the foyer to ensure that you understand all of our

Policies and Procedures. These are reviewed regularly and we ask for your input and feedback. We will notify you of any changes to our Policies and Procedures. Policies may be accessed on the website. Some important Policies are -

- |                                   |  |
|-----------------------------------|--|
| Emergencies                       | Child becoming ill while in Care                   |
| Fees and Bookings                 | Child not Collected by Closing Time                |
| Parent Feedback / Grievance       | Privacy Policy                                     |
| Behaviour Management and Guidance | Child Safe, Child Protection (Mandatory Reporting) |
| Custody / Person Collecting Child | Child not Collected by Closing Time                |
| Safe Sleeping                     | SunSAFE  |
| Health Support. Planning          | Immunisation                                       |

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**Feedback form – Please return to Director**

Family name..... Date.....

Please comment on your orientation experience with our centre, and the information given. Suggestions welcome

## Policy 3.8

### FEES AND BOOKINGS POLICY

#### Accounts, Fees, & Payment of Fees on Time

- **A booking fee of \$400 per family** is required in advance, to ensure that the place is kept available. **This amount is non refundable if you do not commence attendance**, as holding your place prevents others from booking in. When you leave the centre, after the week's attendance have been submitted and validated by Centrelink, the bond will be deducted from any unpaid fees, *providing one full week's notice is given that care is ending*. Any remaining credit will then be reimbursed to you by cheque. **One week's notice is required when care is ceasing - or the bond paid will be forfeited.**
- **One week's notice is required to alter the Contract for Care** (which you signed on enrolment) **for days/sessions for care**. Extra (casual) non-booked days are sometimes available if needed – talk to the Directors about this.
- **Fees must be paid promptly, each week. If not paid, your child's care may be cancelled.** Accounts are provided showing attendances and total Centrelink benefit paid for the previous week, and estimated charges for the current week. We ask that you use the Numero Pro “Debit Pro”, system to avoid any penalties. If you decline to do this, and your fees are not paid on time, we will insist that you use this system as a condition of your child remaining in the Centre.  
**If Debt Collector is required their commission fee will be added to your account.**
- When a **public holiday** falls on a day when your child would normally be in care, the normal daily fee applies. No make up days can be offered for any reason.
- Holidays are charged at half fees– this is to hold your child's place during this time. Two weeks' notice is required for **holiday bookings** (ie. your annual leave)
- Normal fees are payable if a child is **absent from care due to illness**. If you receive Childcare Benefit we advise you to provide a sickness certificate if your child is sick, as there are limits to your fee subsidy entitlement for absences (30 Days per financial year-Sick days are not counted as one of the 30, providing a medical certificate is provided).

#### ***WE REGRET, WE WILL BE UNABLE TO TAKE CHILDREN INTO CARE IF FEES ARE NOT PAID PROMPTLY***

- ALL BOOKED DAYS MUST BE PAID FOR, INCLUDING PUBLIC HOLIDAYS, SICK DAYS, HOLIDAYS, OR YOUR ROSTERED DAYS OFF, WHICH MAY FALL ON YOUR BOOKED DAY.**
- If fees paid fall **more than two weeks behind, parents can not continue to access** the Centre until their fees are fully paid. Even then, ongoing enrolment can not be guaranteed as there is a waiting list for vacant places
- Parents with a **repeating history of late payment** or non-payment of fees will have their enrolment at the Centre cancelled.
- Weekly accounts and receipts** will be emailed to you, or placed in your parent pockets. Please clear these weekly.
- You must notify the Director immediately if you are experiencing financial difficulty.** We may be able to direct you how to seek additional financial assistance. In some cases you may be eligible for extra benefits such as JET allowances for parents studying or special circumstances relief.

**Payment of Fees:-**

**The Centre requires you to pay your fees by direct debit** from your bank account or credit card via the Numero Pro Debit Pro system. Please complete the authorisation form to authorise the Centre to process weekly direct debits against your bank account or credit card on the Friday of each week. Credit card transactions attract a charge of 2.2% for Visa/Mastercard cards

**Late Fee for Picking up your child after 6.30pm:**

A late fee of \$2 per minute or part thereof is charged, and is to be paid for, to the educator, at that time. This is because the educator will charge a fee for privately looking after your child after 6.30 pm, as is after our licensed operating hours. **To avoid paying this fee, you must exit the centre prior to 6.30 pm**

- If you require more than 10 hours daily**, there is an extra fee involved. Discuss your circumstances with the Director, and you may be able to access additional fee subsidy to assist.

**Bookings, Child Care Benefits and Centrelink.**

- Parents or guardians enrolling children must sign the enrolment form which includes our fees payment policy. Fees must be paid in line with the policy. **Please note that signing this form is your undertaking to pay all fees due, and your acceptance of our Fees and Bookings Policy.**
- Before a booking can be accepted, **a bond of \$400 is required.** Bookings will be accepted subject to the availability of licensed places and in the priority of access prescribed in the regulations.
- **Changes** of bookings or cancellation of care require a minimum of **one week's notice** in writing, otherwise normal fees will be charged.
- Please notify us in writing of any upcoming **holidays two weeks in advance.**
- Days additional to your booking will be charged at the **casual rate**
- The **gap fee** (the Centre daily rate less the child care benefit) **must be paid** for **all** booked days regardless of the reason for any absence. **PUBLIC HOLIDAYS which fall on your booked days must be paid for.** (This is normal practice in Childcare centres) We cannot offer make up days for any reason.
- All bookings are **weekly. We cannot accept fortnightly roster bookings.**
- We can not guarantee you a place for **casual** day bookings as the Centre has a waiting list, although we will endeavour to help. Please ring the Centre as far in advance as possible
- As early as possible, before commencing care, notify Centrelink that your child will be attending our Centre . It may take over two weeks for Centrelink to advise us of your Child Care Benefit Rate. **Until we receive this notification, you will be required to pay the full fee without benefit.** When the advice of the benefit rate is provided to us by Centrelink, we will credit your account for any overpayment.
- If you are eligible, Centrelink will **subsidise your child care fees for up to 42 days per financial year for holidays, sick days and rostered days off.** To access this benefit you are required to note the reason for the absences and sign for them on the sign on sheet. Absences in excess of your allowable number will be charged at the full fee rate. Holiday fees will be reduced to half fees if we are formally advised in advance. If you provide a sickness certificate the days absent due to illness will not reduce the days subsidised
- It is your responsibility to notify Centrelink with any changes to your financial situation which may affect your Child Care Benefit Rate. Please talk to the Director if you need assistance or explanation on how the system of Child Care Benefit subsidy works.

- The Centre processes your child's attendance information by computer link to CCMS (Commonwealth Government body) for calculation of eligibility for Child Care Payment Benefits and Child Care Rebate. When this information is received back from CCMS, you are charged the gap fee.
- The government has introduced a **rebate** of up to 50% on child care out of pocket costs which is paid directly to parents through Centrelink. Please contact Centrelink for information that is specific to your family. Parents are asked to assign their 50% out of pocket rebate from Centrelink (Child Care Rebate), to be paid directly to the Centre, to reduce their weekly gap fees.
- Commonwealth regulations **prohibit any discounting of fees.**

### **References**

Private Operators Long Day Care Handbook Commonwealth Government & CCMS Bulletins 2009. Consultation with educators & parents

Original Policy 1997

Latest Update August 2013

Update Due Aug 2014