



College Community Child Care Centre

Kaya Everyone

College Community Child Care Centre operates on Noongar country. We acknowledge the Noongar people as the traditional custodians of the Wardandi region and pay our respects to Noongar Elders past and present. We acknowledge the Australian Aboriginal and Torres Strait Islander peoples as the first inhabitants of the nation and the traditional custodians of the lands where we live, learn and work.

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Opening Times: 7.30am to 5.30pm Monday to Friday

PARENT HAND BOOK

Family Name: _____



WELCOME

The Management Committee, Educators & Staff welcome you, your children and family to the College Community Child Care Centre. We look forward to working in partnership with families to support the uniqueness of each individual child.

The Centre is run by a Management Committee which is made up of parents and interested parties. The commitment required by anyone wishing to become involved in the management committee would be approximately one (1) hour per month. Our AGM is held in Sept each year, when nominations are sought for office bearers for the coming year. If you wish to be involved in the management committee, please see the Director to express your interest.

Please read the following information carefully to assist you in settling your child.

If you require more detailed information please do not hesitate to consult with the Director or a staff member.

The Centre's Policy Manual is available to view at any time. This is located in the foyer.

PHILOSOPHY/VISION

College Community Child Care Centre acknowledges the traditional owners of Australia and we pay tribute to its elders both past and present. We also wish to acknowledge the traditional custodians of the land we are learning on, the Wardandi people and respect their continuing culture and the contribution they make to the life of this city and this region.

We are a community based long day care centre which is committed to providing high quality care and we value the opportunity to work in **partnership** with families to support the uniqueness of the individual child.

We recognise the value of educators/staff who conduct themselves in a professional & responsible manner and who enjoy working with children, striving to give 100% **responsiveness** to all children's strengths, abilities and interests. Our educators believe in **holistic** approaches to teaching, the **value of play** (play based learning) and the connectedness of the mind, body and spirit as the children of the centre go about their day **learning through play** and **intentional teaching** opportunities.

Our educators promote **secure attachments** and a strong sense of **Wellbeing** as they provide a safe and healthy **environment** where children are supported and nurtured **through warm, trusting relationships and offered learning opportunities which promote self-dignity and personal protection.** **Child Protection and Protective Behaviours are a focus** in our learning journey.

We honour the values of **Belonging, Being and Becoming**, providing opportunities for children to construct their own identities and understandings of the world. Our inclusive practices respect, honour and celebrate the **Cultural Diversity** within the centre and wider community and support children and their families' individual needs.

The centre strives to provide welcoming spaces which reflect and enrich the lives, identities, needs and interests of all children and that supports and promotes a sustainable future through its teachings.

Our Early Childhood pedagogy and meaningfully constructed learning environments are guided by the EARLY YEARS LEARNING FRAMEWORK and will ensure that **CHILDREN:**

Have a strong sense of identity.

Are connected with and contribute to their world.

Have a strong sense of wellbeing.

Are confident and involved learners.

Are effective communicators.

An **assessment** of children's learning will be maintained by the gathering of evidence about what the children know, can do and understand. This is an ongoing cycle that includes planning, documenting and evaluating the individual child's journey and is complimented by family involvement and contributions to their learning.

Our days are filled with fun, activities and quiet times, designed to meet each child's individual needs and interests' supporting **continuity of learning** and fostering positive **transitions** between all aspects of the children's lives.

The centre will strive to maintain **Best Practice** in relation to the Principles, Practices, National Quality Standards, Education and Care Services National Law and Regulations

OPERATION TIMES

College Community Child Care Centre operates under The Australian Children's Education & Care Quality Authority

Provider Approval Number: PR-00007273

Service Approval Number: SE-00012500

The centre is open **Monday to Friday** between the hours of **7.30am to 5.30pm** and is operational for 50 weeks of the year with a 2 weeks closure over Christmas.

ASSESSMENT & RATING

This service complies with the National Quality Standard Rating System under ACECQA & the National Quality Framework.

We have a commitment to participate in ongoing Quality Improvement to provide the best possible care for children.

STAFF

Our Educators have been specially selected to work at our centre and we are proud of their knowledge, skills and attitudes towards their work.

Our centre is staffed in accordance with the National Regulations 2012 and will be strictly adhered to. These ratios are: 0-2 years 1:4 2-3 years 1:5 3-6 years 1:10

All of our Trained Staff (Certificate III & Diploma in Children's Services and Early Childhood Teachers) maintain a First Aid Certificate and are encouraged to participate in ongoing professional development to further develop their skills. All staff hold current Working with Children's Check.

PRIORITY OF ACCESS

Enrolments are accepted in accordance with the Commonwealth Government "Priority of Access Guidelines". In summary these priorities are;

First priority: Children at risk.

Second priority; Children whose parents satisfy the work/ training/study test under section 14 of the Family Assistance Act.

Third priority; Any other children.

ENROLMENT PROCEDURES

You will be asked to complete an enrolment form containing information regarding your child's health, development, custody arrangements and emergency contacts. The details required on the enrolment form are needed by our staff to help them take the best possible care of your children. It is strictly confidential and shall be kept in a locked filing cabinet. Please keep us informed of any changes to the information recorded on the enrolment form.

If you wish to withdraw your child from the centre or make adjustments to your permanent booking, **2 weeks' notice** is required. If your child has not attended for 2 weeks with no notification of their absence it will be viewed that you no longer require care and your booking will be cancelled.

SIGNING IN AND OUT

You **MUST** sign your child **in and out** of the centre on a daily basis.

Each child has their own *Signing In & Out Sheet* located in the file in each play room. This is a legal requirement by the Regulatory Authority and the Family Assistance Office. These times will be uploaded to the department. If you do not complete these records you will not be eligible to claim Child Care Subsidy.

COLLECTION OF CHILDREN

No child will be released to anyone other than the custodial parent or authorised person. If there is a change in circumstances please inform us who will collect your child. Please ensure that you have named the persons who are authorised to collect your children on the enrolment form. Photo ID will be required if collecting for the first time. Parents are advised that if an authorised person is not available in an emergency, the Nominated Supervisor is permitted to authorise a person to take care of the child.

In the case of a custody issue, the enrolling parent must produce a court order if he / she requests that the other parent is not to collect the child.

FEES

College Community Child Care Centre fees are charged on a daily basis and include charges for Public Holidays. Fees must be paid even if the child is away sick, on holidays, Public Holidays or if your child is excluded due to non-immunisation. Fees are payable weekly (Fridays) by Direct Debit from your nominated bank account or credit card under the terms and conditions set out in the Debitsuccess Authorisation form which will be provided to you in the enrolment pack on obtaining a place at the centre. Please remember that this Centre's standard opening hours are 7.30am to 5.30pm and a **late fee of \$1.00 per minute** may be charged for late pick-ups. (Refer to "Delivery and Collection of Children" policy). If adequate notice is given, we shall endeavour to "sell" your child's booking to an occasional/casual user for the duration of your child's absence. However if we are unable to sell your spot you will be charged for that day or days. All absences must be recorded and signed for by parents. CCSS provides for 42 allowable absences (due to illness, holiday, public holiday, exclusion or any other purpose) in a financial year. Past these 42 absences, full fees will apply: ie: no CCS/ACCS or other payment assistance. Our centre will close over the Christmas period and no fees are charged. All accounts must be at a zero balance at the end of each calendar year to ensure your spot will be available for the following year.

FAMILY ACCESS

Staff encourage positive and supportive communication between parents and children in our care. You can feel confident that any information regarding family issues or personal information will be handled in confidence. You are encouraged to visit the centre at any reasonable time whilst your child is in care; however, we ask that you consider the time of day, in relation to the children's program.

PARENT PARTICIPATION

You are one of our most valuable resources. The centre aims to have a positive relationship with you and values your opinion. Your input and feedback are sought and welcomed. We encourage you to become involved in your child's education and care by; reading and commenting on our daily journal; regular discussion about your child's progress with their educators; informing of changes of circumstance within your family that may have an effect on your child; joining our parent committee; taking part in fundraising ventures; sharing your special talent/ skill/ culture etc.

If you have any concerns at all, please raise them as soon as possible in the first instance with the relevant Educators. If you would like to discuss the matter further please speak to the Director. If you are still unhappy then the Director can take the matter to the Management Committee. This can also be done, by writing directly to the committee, explaining your concerns.

Address the envelop "Attention Chairperson"

If there is an area of concern that cannot be resolved, parents may contact the:

Educator & Care Regulatory Unit on 6551 8333

Issues relating to CCS – Rebates or ACCS can be directed to the **Childcare Access Hotline on 1800 670 305** or online at **www.mychild.gov.au**

CONFIDENTIALITY AND PRIVACY

We value and respect your right to confidentiality and privacy. Records and documentation collected and created during your enrolment at College Community Child Care Centre, will be treated with the utmost respect and care. We ask that you observe and have this same respect for your own and others right to confidentiality and privacy. Please refrain from engaging in conversation about families or children that you have come to know within our centre. Please be aware that our centre Confidentiality Policy, restricts staff from seeking or accepting friend requests from families on social media sites such as Facebook, Twitter, Snapchat, Instagram, SMS, MMS or any other such site. The centre has a Facebook page (see front cover) for business operational purposes only, that you are most welcome to befriend and follow.

SETTLING IN HINTS

The first few days of child care are very important for you and your child. This is the time that your child needs your support and understanding. Some children find it a very traumatic experience in which they have to cope with unfamiliar adults, peers, environment and routine. We encourage you to bring your child in for several visits before actually leaving him/ her for the first time. You can telephone the centre at any time to find out how your child has settled. Please speak to the Director or your child's Educators if you would like some hints / tips to assist in a smooth transition.

WHAT TO BRING

Please provide a bag, change of clothes, water bottle and a sun hat (broad brimmed or legionnaire style). Hats are available to purchase from the office at a cost of \$20 each. **Please put your child's name on all possessions.** If your child uses nappies you will need to provide them. Any and all forms of nappy are welcome.

LUNCHESES AND SNACKS

Please provide your child with a healthy nutritious lunch, following the "Traffic Light" handout. The centre provides morning and afternoon tea and the weekly menu is on display in each room. We take all medical conditions, allergies and intolerances seriously. To aid the centre in our efforts to protect all children, please ensure that the educators are aware of your child's **allergies** and dietary needs. Our morning tea menus, can be adjusted to suit wheat/gluten and/or dairy/lactose intolerances and all staff are trained in first aid, anaphylaxis and asthma management. Please help us to protect each child by ensuring that your child's food, bottles, containers and medicines are clearly labelled and that we have up-to-date medical plans made available. Please also advise staff if you have provided foods considered "High Allergen Triggers" so that they may advise you on any labelling or storage requirements. These may include: egg; cow's milk; peanuts; tree nuts; sesame; soy; wheat; fish and shellfish. **WE ARE AN ALLERGY AWARE CENTRE.**

DRINKS

In accordance with our "Healthy Eating & Food Handling" policy and written advice from various health authorities, only milk, milk formula or water will be offered to children in bottles with teats, cups or sipper cups. Children are encouraged to bring a water bottle each day with their name on it. Please do not send flavoured milks, juices or cordials.

BABY'S FORMULA

All baby's formula should be transported to the centre in a cooler container.

Parents are requested to label all bottles to avoid confusion and ensure the bottles have caps or plastic covering the teats.

If you wish to breast feed your child, we will provide a quiet area for you to do so.

Expressed milk will be refrigerated until required.

REST TIMES

All children will be encouraged to have a rest; however, for the children that do not sleep, a variety of quiet activities will be available. Sleep times for babies are flexible and caters to their individual needs and routines at home. See “Children’s Comfort, Rest & Relaxation” Policy.

CURRICULUM (Program)

Our centre values the importance of play and takes into account the development and personal needs of your child and of the whole group. Children’s interest and initiated play is supported and encouraged. Each child’s learning is recorded in their personal “Learning Journey” folder. These are located within your child’s playroom. We encourage you to regularly take the time to read about your child’s development and interests and to contribute input where possible. All important notes are also located in these folders. The Curriculum is on display in the playrooms and parents are invited to discuss them with educators and offer suggestions. Each room has a Journal where staff record the day’s events for parents to read and sign. We welcome input from the parents to add to the journal for future programming.

GUIDING CHILDREN’S BEHAVIOUR

Our centre provides a secure, loving and stimulating environment, which encourages your child to cooperate, enhance their self-esteem and encourages their ability to interact with others.

Where children continue to behave in an unacceptable manner, parents / guardians will be consulted and asked to work with the educators to ensure that clear and consistent strategies are used to guide your children’s behaviour.

No child at this centre will receive any form of corporal punishment eg; smacked, placed in a room alone, frightened or humiliated in any way. For more details refer to Policy “Guiding Children’s Behaviour”.

EXCLUSION OF CHILDREN

We follow Health Department Guidelines for the exclusion of children who have medical conditions that are a risk to other children. If your child has a high temperature or is obviously unwell, he/she needs to be kept at home or alternative care sought.

Information on infectious diseases and the incubation periods are available from the office.

We advise all children be immunised against childhood illnesses.

Immunisation schedules are available on request. Please keep your records up to date.

We request that children **NOT** be given paracetamol or Ibuprofen before attending care, as this can mask signs of illness, (unless under medical advice).

INJURY OR SICKNESS AT THE CENTRE

If your child becomes unwell or is involved in an accident whilst at the centre, we will contact you immediately. If you are not available your emergency contact number will then be called. Competent educators with a First Aid certificate will comfort your child and keep them under close supervision until you arrive.

In the event of a serious accident/ injury/ illness and the Director cannot contact a parent/ guardian/ emergency contact person, then an ambulance will be called to attend to the child/ren.

The Director will continue to locate the parent/ guardian/ emergency contact to inform them of the incident/accident/ illness and where they meet their child from the ambulance.

South West Emergency Care for Children (Phone 97911335) may be able to offer help if you need to return to work.

MEDICATION

If your child requires medication whilst at the centre, it needs to be in the original container from the pharmacy. An authority for Qualified Educators (holding a Diploma in Children's Services) or Early Childhood Teacher (holding a Degree in ECT or similar) to administer the dosage needs to be completed. Please be aware that we are unable to give medication on an *as required* basis, as we are not medically trained to determine if a child requires this medication. We require that, as the parent or guardian, and in consultation with your medical practitioner, you decide on your child's medication and health needs before leaving them in the care of our staff. All medications (whether prescribed or over-the-counter) will be administered in accordance with the instructions displayed on the original container for that medication or with written instruction from a medical practitioner. Medications will only be given to those to which they have been prescribed.

Three (3) doses of medication (prescribed or over-the-counter) must have been given or applied to the child by the parent/ guardian before it will be administered by Educators. This is to ensure the child will not have any unexpected reaction to the medication.

Over-the-counter medications will only be administered for one (1) day per week. If a child needs medication for a longer period, the parent must take their child to the Doctor to obtain prescribed medication or a Doctor's letter confirming that the over-the-counter medicine can continue to be administered for a specific length of time.

Medication **must not** be left in your child's bag. These can be dangerous drugs and could prove fatal to other children.

Refer to "Medication & Medical Conditions" Policy.

MEDICATION AND ONGOING ILLNESS

Parents/ guardians of children with ongoing illness such as Asthma, Allergy, Anaphylaxis who may require emergency, preventative or scheduled medications will be asked to provide an Ongoing Illness Management Plan that has been completed in collaboration with the child's medical practitioner. A **yellow** medication form must be completed to inform Educators of the correct dosage and usage guidelines for these medications. The parent/ guardian will be informed at every occasion that these medications are administered to your child and your signature will be sought to confirm that you have been informed of such.

THIS CENTRE IS SUN SMART

To ensure all children attending this centre are protected from skin damage, caused by the harmful ultra violet rays of the sun, outdoor play may take place anytime the UV Index is below 7, with varying levels of restriction once the UV reaches 3 and above. The UV Index forecast is available on the Weatherzone website: <http://www.weatherzone.com.au/uv-index/wa/southwest/bunbury> Children will wear sun safe hats and sunscreen when outside and activities will be set up in shaded areas wherever possible. Parents are required to ensure suitable sun safe clothing (sleeved shirts – no singlets or pencil straps) is made available for your child's safety and comfort. Educators will act as role models.

EXCURSIONS

Excursions may be part of the children's learning curriculum and your written permission will be sought for all excursions that are outside the College grounds. Permission for spontaneous walks around the College grounds is on the enrolment form.

Please let us know when we have done something well. It's great to receive feedback!