



# Parent Information



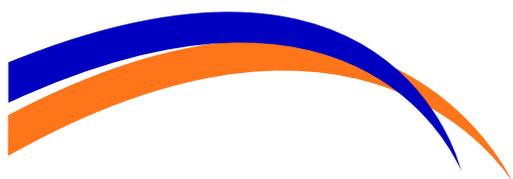
*“Sustainable practices teach children the importance of the environment and promote caring for it .”*

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# Our Commitment to you

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At Normanton Child Care Centre, we believe the first five years of a child's life are the most impressionable and formative.

We extend a warm welcome to all children, parents, carers and extended family members.

We understand that no two families are the same and that each has their own different needs and wants for the care of their children. We tailor our service accordingly to provide the best possible start to education.

Our commitment to our families is reflected in all that we do. We:

- ◆ Provide children in our care with a happy and safe environment that recognises their individual skills, talents and interests
- ◆ Provide qualified educators to oversee your child's individual educational program and assist them with a comprehensive school readiness program when it is time for your child to make the transition to formal schooling
- ◆ Provide a wide range of educational resources that are age and developmentally appropriate for all children in our care
- ◆ Provide well presented, easily accessible environments both indoors and outdoors that invite children to explore, make choices and

empower them to make decisions about their learning

- ◆ Are committed to providing child safe environments and all educators are provided with regular child protection, First Aid, CPR Anaphylaxis and Asthma Management training.
- ◆ Create a sense of continuity of care between home and care
- ◆ Collect information from a range of sources that guide the care provided to individual children's needs





## Open Door Policy

Our centre is open at all times for families to drop in. You don't need call and tell us you are coming, you are welcome at any time.

We'd love for you to come in and join our programs—your participation is valued.



*“Children learn more during their early years than at any other time in their life. They need love and nurturing to help them develop a sense of trust and security that develops into confidence as they grow”*



## Working together

Success in early childhood is a goal that both parents and educators have for their children. Learning improves when parents are involved in their child's education. We encourage parents to actively participate in the care of their children through involvement and decision making. Parents are welcome to spend time in the centre and share special occasions with their child. You can also become involved by joining the parent committee or helping out in the centre's daily routine.

Each child will have an individual portfolio of their learning. As a Parent/Carer you are able to view this at any time. Information regarding your child's day will also be documented for you to view daily. This includes details of sleeping, eating, toileting and any health and safety issues.

Our educators are here to ensure your child is happy and healthy whilst in care. Communication between parents/carers and educators is key to achieving this and your input is greatly appreciated.



## Educators appreciate it when parents/carers:

- Help their children understand that education is important
- Show an interest in what their child is learning and what is happening at the centre
- Remember that playing is learning too at this age
- Read the information/newsletter sent home



*“Working together is the  
best way to achieve  
quality education and  
care for our children.”*

# Early Years Learning Framework and our centre

The Early Years Learning Framework is a national learning framework for children from birth to five years. The framework has been developed to ensure your child receives a quality educational program, as the early years are a vital time for children to learn and develop.

Educators use the framework collaboratively with families to develop learning programs responsive to children's ideas, interests, strengths and abilities. Educators also recognise that children learn through their play. Educators will observe your child's learning so they can build on it and plan the next steps. Each child will have a portfolio of their learning at the centre to show you their progress. This is available for you to view at any time. Your child's room will also show learning by displaying daily stories, photographs, projects and a program documenting the day's progress.

The Early Years Learning Framework describes childhood as a time of belonging, being and becoming.

- ◆ **Belonging** is the basis for living a fulfilling life. Children feel they belong because of the relationship they have with their family, community, culture and place.
- ◆ **Being** is about living here and now. Childhood is a special time in life and children need time to 'just be' - time to play, try new things and have fun.
- ◆ **Becoming** is about the learning and develop-

ment of young children. Children start to form their sense of identity from an early age, which shapes the type of adult they become.

Through the Framework's five learning goals, educators will assist your child to develop:

- ◆ A strong sense of their identity
- ◆ Connections to their world
- ◆ A strong sense of wellbeing
- ◆ Confidence and involvement in their learning; and
- ◆ Effective communication skills

We aim to guide your child in becoming an effective learner through creating an environment that is challenging, stimulating and fun.



*"Play activities planned by our educators allow children to develop naturally and help guide their own learning."*



## National Quality Framework

The National Quality Framework is a Government initiative which sets a National Quality Standard to create consistency for early childhood education and care services across Australia.

The objective of this framework is to improve educator-to-child ratios, increase skills and qualifications, national regulations and a quality ratings system which helps parents to make informed choices about the education and care they choose.

Our centre aims to exceed the national quality standards in all areas of our service. Each service has a quality improvement plan in place to show what is happening at their centre and to show how they are meeting the national quality standards and the steps they are taking to improve the service.

For more information about the National Quality Framework, please speak to our director or visit [www.acecqa.gov.au](http://www.acecqa.gov.au)

# Child Care Policies and Procedures

Our centre has a number of policies and procedures influencing the care of all children that attend. Our policies are located in the Director's office and parents/carers are welcome to view these at any time. Below are some important points of some of our policies. For more information please see the Centre Director.

## ***Accidents and Incidents***

Our staff take a proactive approach to safety to ensure children can feel safe and free to explore their environment. At all times staff are present who hold First Aid and CPR qualifications pertinent to a child care setting, including asthma and anaphylaxis training. Should an accident or sudden illness occur, educators will immediately commence first aid and you will be contacted. If, in an emergency you or your authorised nominee cannot be contacted the Nominated Supervisor will provide ambulance officers with information regarding your child.

## ***Health and Hygiene***

Educators and children are actively encouraged to practice good personal hygiene at our centre. This helps to minimise the spread of illness at our service. We also believe that if your child is ill, the best place for them to be is at home where they can recover faster.

If your child presents at the centre with signs of illness the Nominated Supervisor may advise that they are not well enough to attend. Following the exclusion policy, there may be a set period your child may have to be away for and

you may need to provide a clearance letter from your child's doctor before they can return.

## ***Medication***

If your child requires medication whilst in our care it must be in the original packaging and have a prescription label attached. Administration of the medication will be documented.

## ***Nutrition***

We understand how important good nutrition is for growing bodies. Our service is committed to promoting healthy eating and ask parents to provide nutritious food and drinks for your child while they are in our care. For more information or ideas on what your child can and can't have while at the centre, please see one of our friendly staff.

## ***Immunisation***

As part of our enrolment process you will be required to provide details of your child's immunisation status. In the event of an outbreak of an infectious disease, children not fully immunised may be excluded from care for a period of time.

## ***Clothing and Sun Protection***

Children are creative explorers. Please dress your child in practical, comfortable clothing to enable them to actively participate in all daily activities. Please also ensure your child's clothing is sun smart.

# Government Assistance

Child Care Benefit (CCB) is a payment made by the government to help families with the cost of quality child care services. A family's eligibility is subject to an income test which is administered by the Department of Human Services.

It is the responsibility of the parent/carer to register for Child Care Benefit. Information and forms can be accessed from the Department of Human Services through Centrelink. You can visit an office in person, use their website or call them on 136150.

With the introduction of the Government's Child Care Management System (CCMS), families will receive a CCB fee reduction only if they have registered with centrelink, are eligible for CCB, have

a formal enrolment at the centre and the centre has received confirmation of the percentage of CCB they are eligible for. We prefer families to have their child care entitlements paid direct to the centre as a fee reduction. If parents are not eligible for CCB, full fees will apply.

Most families are also entitled to 50% Child Care Rebate (CCR), which can be paid directly to the centre, further reducing your fees. Please check with the Department of Human Services to see if you are eligible.



# Priority of Access

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One of the reasons the Australian Government funds child care is to meet the needs of Australian families. However, the demand for child care sometimes exceeds the supply in some areas. This is why the Government has guidelines for allocating places in these circumstances.

To ensure that the centre adheres to the guidelines issued by the Government, priority access to child care is given according to children falling in the following categories:

*Priority 1:* A child at risk of abuse or neglect

*Priority 2:* A child of a single parent or of parents who both satisfy the work/training/study test under section 14 of the New Tax System (Family Assistance) Act

*Priority 3:* Any other child

In relation to priority 3, there are some circumstances in which a child who is already in care may be requested to give up their place or change days in order for the service to provide a place for higher priority children. Two weeks written notice will need to be issued prior to this occurring.

Within the main categories, priority is also given children in:

- ◆ Families with low incomes
- ◆ Aboriginal and Torres Strait Islander families
- ◆ Parents or children with disabilities
- ◆ Families from non-English speaking background
- ◆ Single parent families
- ◆ Socially isolated families



# Our Fee Structure

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It is our fees policy that all families pay their fees one week in advance on the first morning your child attends the centre. Fees must then continue to be paid weekly by direct deposit or at the Carpentaria Shire Council's front counter. This includes public holiday, sick days and holidays, but excludes periods when the service is closed. Account statements are issued every Friday.

Families receiving Child Care Benefit are allocated 42 absent days for each child every year. These absences can be used for any reason, including public holidays. Once a child has reached 42 absent days, CCB is not paid for any further absences and full fees apply.

Where fees are two weeks or more overdue you will receive a ***friendly reminder***. Fees more than two weeks overdue will also put your child's place at the centre in jeopardy. Should you experience difficulty paying your fees at any time, please speak to the Director to make alternative payment arrangements.

Children must be collected on time at the end of each session or day.

Failure to do so may result in late fees being charge. Whilst we appreciate emergencies do occur, frequent lateness is unfair to both your child and our staff.

Should you wish to permanently reduce the number of sessions your child attends or cancel your child's enrolment or should management make the decision to cancel your child's enrolment, two weeks written notice must be provided from the ending party. If you do not provide two weeks written notice, full fees will be billed to you.



# Signing in and out of the centre

Each child must be signed in and out of the centre every day they attend. This is a legal requirement that we must follow. These records are used in the case of an emergency and for the calculation of Child Care Benefit (CCB). If a child is away, ill or on holidays the corresponding days must be signed by parents/carers.

On arrival at the centre you are asked to:

- ◆ Document the time, print and sign your name on the sheet provided in the foyer
- ◆ Put your child's lunch in the relevant fridge and their bag in their locker
- ◆ You must not leave until your child has been received by an educator

Before leaving the centre we ask that you:

- ◆ Come into the room to collect your child and their belongings
- ◆ With your child, say goodbye to the staff
- ◆ Document the time, print and sign your name on the document provided in the foyer

No Child will be released to any person not known to our staff as being an authorised nominee. If our staff do not know a person by appearance, the person must be able to produce some form of photo identification to

prove who they are.

In the case that your child will be absent, we ask that you contact the centre to let us know.

In the event that a child has not been collected 15 minutes after closing time then the parent/carer will be contacted on the emergency numbers provided.

If a child has still not been collected 30 minutes after closing time the staff will follow the Department of Communities Abandoned Child Procedures including contacting the Child Protection and Crisis Centre 24 hour service.

Additional fees may be charged for a child who is still at the centre after closing time.

***"Your child's safety is our number 1 priority."***





## Settling in to care

Introducing your child to care can be an emotional time. Some children will cope better than others and it's fair to expect some tearful goodbyes in the early days. However, there are many ways to assist your child with this transition.

Prepare your child by attending the centre for short periods of time. This allows your child to familiarise themselves with the environment and staff. This is also a great opportunity for you to spend some time with the staff and gain an understanding of what happens at the centre.

Understanding your child's needs and providing an environment that meets those needs is vital. Our educators gather information from you and your family to create a smooth transition between home and the centre.

We encourage parents to participate in our programs, allowing them an insight into their child's day to day activities. Parents are welcome to spend time in the centre and share in special moments with their children. Parents can phone at any time during the day to check on their child's progress.

***“ Separation anxiety is a normal stage in a child's life.”***



## Room Details and Routines

Each of our centre's rooms is individual and is tailored to suit the age and development of the children. We have two rooms in our centre. The Crocodiles Room which is for children 0-2 years and the Wallabies Room which is for children 2-5 years.

Our rooms follow a routine that allows times for individual play/learning and group play/learning. Children's language and literacy skills are further developed during these times as children are involved in storytelling and games. Music also plays a part during these sessions as children are able to experiment with dancing and singing.

Physical spaces are made available for children to engage in rest and quiet time. Some children choose to sleep whilst others rest; reading quietly. This allows their bodies to recoup and re-energise for the afternoon's activities.

Our routines also allow for cleaning so educators can keep the environment clean, tidy and safe.

# Disputes and Grievances

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We acknowledge that parent/carers will have concerns, questions and feedback in relation to their child's care and learning at our service. We view this as part of the relationship between the centre staff and children's families. This can be a positive contribution to a child's wellbeing and development.

We want families to feel that they can communicate openly and freely with our staff or centre Director.

All complaints and grievances are handled in the strictest confidence and will be dealt with in accordance with our centre policies.

If you do have something you would like to bring up, please see the Director. If you are unhappy with the response or follow up action you may then want to see the Manager Economic and Community Development at Carpentaria Shire Council. If you are still unhappy, you may then take it to the CEO.

Our regulatory Authority is Early Childhood Education and Care, Townsville QLD.



# First Day Checklist

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Use this checklist to help make sure you have everything. Ensure all items are marked clearly with your child's name.

- Backpack
- Hat
- Water Bottle
- Spare set of Clothes
- Spare underwear/nappies
- Dummy (if required)
- Bottles and Milk/Formula (if required)
- Healthy lunch, morning and afternoon tea



