



HERITAGE
EARLY EDUCATION & KINDERGARTEN

Parent Handbook

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HERITAGE

EARLY EDUCATION & KINDERGARTEN

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Welcome to the Heritage family. We are delighted to have you join our wonderful Early Childhood service. We hope you and your child are very excited to play, learn and meet new friends. Our service is owned by the TradeCoast Central group. We are currently the only Early Childhood service owned by TradeCoast Central.

Our centre is made up of 7 children’s rooms, which cater for children aged 6 weeks to 5 years. We have qualified and experienced educators in all our rooms, who offer high quality care to the children. They tailor programs to meet the EYLF standards and incorporate the children’s interests, needs and development.

Operating Hours

6:00am – 6:00pm daily Monday to Friday, excluding public holidays.

Payment of Fees

Your fees will be determined at time of enrolment as there are factors that change the amount that may be payable-Child Care Subsidy (CCS). All meals, nappies, 1 t-shirt and a hat are included in your fees.

Our method of payment is Debitsuccess. We do not accept cash/cheque/Eftpos.

Heritage Early Education has a zero tolerance towards late fees. You are expected to always be one week in advance to ensure your spot is secure. If for any reason you are unable to do this due to unforeseen circumstances, you are required to see the Centre Director to discuss your options. If you fall more than 1 week behind without any arrangement for payment options your care could be reduced or cancelled.

Programs

Heritage Early Education welcomes and encourages our families to have an influence into their child’s and the centres program. Please feel free to provide input and feedback to the Centre Director and educators.

We look forward to getting to know your child and your family. We strive to make this a happy and memorable experience for the children and aim to form a strong friendship with both the families and children. We hope you enjoy your time at Eco Kids. If you have any questions, please do not hesitate to ask.
Kind regards,

Darcie Dalwood (Nominated Supervisor/Centre Director) and the entire team of Early Childhood Professionals at Heritage Early Education and Kindergarten



Welcome

Our management and staff would like to welcome you. We trust that the time spent at our service will provide rewarding experiences for both your child and your family. You are welcome to visit our service at any time and we encourage you to spend time talking with your child's educators. We will work towards making the transition to our service as smooth as possible so both you and your child feel a part of this fantastic learning journey.

Please read this handbook thoroughly and speak to our Centre Director should you have any questions. We also encourage you to keep our handbook somewhere safe so you can refer to it quickly and easily should you have any queries in the future. When completing your child's enrolment form you will also be asked to sign that you agree to all policies contained in this handbook. That way we can be sure that your orientation process has been informative and thorough. A detailed policy folder is always available in the foyer for your reference.

About Our Service

At our service, we are committed to a holistic approach to learning and this is fostered in an environment that promotes and supports all aspects of a child's development. Our service has Service Approval and must comply with the Education and Care Services National Act 2010 and Regulations 2011. Please note copies of these are available at our service at all times. Service Approval authorises the Service Provider to conduct a child care service at the premises stated in the Service Approval. As specified in the Education and Care Services National Regulations 2011 there are minimum staffing levels for each group of children and these are as follows:

- 0 – 2yrs: 2 educators to a maximum of 8 children
- 2yrs – 3yrs: 2 educators to a maximum of 10 children
- 2.5yrs – 3yrs: 2 educators to a maximum of 10 children
- 3yrs – 5yrs: 2 educators to a maximum of 22 children

Our service is open 51 weeks per calendar year and is only closed for public holidays and the week between Christmas and New Year.

Our service is approved by the Federal Government for the payment of Child Care Subsidy. The Service also participates in the National Quality Improvement Process.

Service Policies and Procedures

You are able to access our service policies and procedures at any time. A complete copy of the policies is available in the foyer. If you would like a copy of a particular policy, please ask our Centre Director who will happily assist you.

Settling into the Service

The transition to childcare for the first time or starting at a new Early Childhood service can sometimes be very emotional for both the child and their family. All of our educators look forward to supporting your child and your family so they can look forward to coming to our service each day. We encourage you and your child to visit the service prior to your commencement date as this is a great way to assist your child to become familiar with the service, their room and the educators who will care for them, as well as reducing some of the anxiety around separating from parents on their first day. Please speak with the Centre Director to discuss when would be most suitable for you and your child to visit. Please note you are required to stay at the service premises during the visit. Please feel free to sit in the foyer and have a read through our service information available at the Parent Resource area.

On your child's first day it is a good idea to allow plenty of time to settle your child. On arrival, please put away your child's drinks and bags where appropriate (if not sure, please ask any educator to assist you). If your child is able, please assist them to do this themselves, as this is a great opportunity to foster their self-help skills. If time permits sit with your child and assist them to transition to the service and engage in an activity. Please see any of our educators to pass on any messages or instructions for the day as well as giving them an approximate time for your return to the service.

When it is time for you to leave, we encourage you to say goodbye to your child and let them know when you will be back. Even if your child is upset, please say goodbye and leave. This will help build trust between you and your child. We discourage parents and families from prolonging their departure as this can be very stressful for your child and often for you too. One of our educators can assist by reassuring your child and engage them in an activity as you leave. They will continue to support your child and encourage them to participate in the fun and exciting activities programmed for the day. Please do not hesitate to phone our service to see how your child has settled as many times as you need. The easiest way for your child to understand when you will return is by linking this to their routine. For example, by telling them I will be back after your sleep or after afternoon tea.

It is important that you return when you have said you would. If you are going to be late, please let the service know and we will explain this to your child. Separation anxiety is normal during early childhood and occurs when a child becomes upset when separated from a parent / guardian. Separation anxiety usually occurs from six to eight months of age and can last until about four and a half years of age, although it can last longer if the child has had painful separations in their early years. Separation anxiety reflects the child's attempts to hold on to what is safe in a scary world and it will settle down as the child grows older and more confident.

Priority of Access and Multicultural and Equity Policy

The Australian Government has Priority of Access Guidelines for allocating places in a long day care Centre. They set out the following three (3) levels of priority:

PRIORITY 1 – a child at risk of serious abuse or neglect

PRIORITY 2 – a child of a single parent who satisfies or/ of parents who both satisfy the work / study / training test under section 14 of the *'A New Tax System (Family Assistance) Act 1999*

PRIORITY 3 – any other child

For more information: <https://www.education.gov.au/priority-allocating-places>

Our service has a non-discriminatory access policy which ensures children of different needs, religion, cultural and ethnic backgrounds are treated equally. Their needs are accommodated and their diversity of background is respected. Inclusion in childcare services reflects the acceptance in society of the principles of social justice – that children of all ability levels and cultural and ethnic backgrounds have the same intrinsic value and are entitled to the same opportunities for participation, acceptance and belonging in childcare.

The benefits for inclusion can be:

- The opportunity to participate in the typical experiences of childhood
- The opportunity to be with other children and form friendships and develop other social skills
- The opportunity for natural learning of skills in real situations
- The opportunity to gain understanding about the diversity of people in the community
- The opportunity to gain skills and confidence to pursue inclusion in other settings
- Access to peer models

Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is a payment made by the Australian Government to assist families with the cost of quality childcare. The Child Care Subsidy will be paid directly to the Service. Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child include:

- *The age of the child (must be 13 years or under and not attending secondary school)
- *The child meeting immunisation requirements
- *The individual, or their partners, meeting the residency requirements

Families level of Child Care Subsidy will be determined by:

- *Combined family income
- *Activity level of parents
- *Type of child care Service

A family's eligibility is determined by the Family Assistance Office (FAO). Registering for CCS is the responsibility of the parent.

Through the Child Care Management System (CCMS), families are linked via computer software to our service to receive CCS through fee reductions. Your enrolment form clearly outlines the information you need to provide to our service to receive your CCS reduction (please note our service is unable to change any of this information on site, this can only be done by contacting FAO). If families are not eligible for CCS, or become ineligible, full fees must be paid.

Payment of Fees

Upon enrolment, you will be required to pay two weeks' worth of fees as fees are paid one week in advance. We are a 'cashless' service with Debitsuccess as our method of payment. A Debit success form is included in your Enrolment Pack to complete. Each week's fees will be deducted from your nominated bank account or credit card through the Debitsuccess system. If fees are not kept up to date it will jeopardize your child's booking and their position may be suspended or cancelled.

Your child's booking at the service is permanent. Therefore, fees are payable for all days including absences (sickness or holidays) and public holidays. This ensures that a booking is always reserved for your child. Two weeks written notice is required if your child leaves our Service. All accounts must be finalised by this time as any outstanding accounts will be forwarded to a debt collection agency.

Late fees apply to all children who remain at the service after closing time. Parents / guardians will be charged \$1.00 per minute per child. For example, the charge for 2 children for 13 minutes will be \$26.00. These fees are payable in cash directly to the Centre Director. When you are completing your enrolment form you will be asked to sign that you have read and understood your responsibilities in relation to fee payment.

Holiday Fee Discount

There is a holiday fee discount of 15% of the charged fee (prior to CCS being discounted). A holiday request form must be filled out and given to the nominated supervisor 2 weeks prior to leave days. The discount will only be applied if your account is paid in full as per service fee policy (1 week in advance)

Outstanding Accounts

We have a proven Debt Management procedure. If your account falls in arrears, we will take steps to collect the amount outstanding. You may risk losing your child's position within our service and a possible bad credit rating if the amount remains outstanding. All costs incurred during recovery of outstanding fees will be charged to your account.

Emergency and Evacuation

Emergency evacuation drills are held every 3 months at our service to ensure a thorough understanding of emergency procedures and to demonstrate how safety procedures may be applied in an emergency situation. Our drills cover emergency evacuation and Centre lockdown procedures. It is important that educators use teaching opportunities and discuss emergencies and evacuations with the children in both a formal and informal manner.

Our service has up to date emergency plans in place and ensures that all of our educators are trained in what to do when there is an emergency. Fire extinguishers and fire blankets are placed strategically throughout the service. Each child is identified during an evacuation and an attendance record is taken.

This highlights why it is so important your child is signed in and out every day so we can ensure your child's safety in the event of an evacuation. All persons on the premises during an evacuation must participate in the evacuation and must follow the direction given by our educators.

National Quality Framework

The Australian Government understands that parents want the best for their children. An important part of this is ensuring that quality early childhood education and care makes a positive contribution to children's learning and provides the building blocks for a brighter future.

The National Quality Framework balances improved quality with maintaining affordability for families. The Australian Government will continue to provide child care payments to reduce out-of-pocket costs for families who use Child Care Subsidy approved child care.

Quality children's education and care is where children are happy, engaged and learning with qualified educators who are nurturing and caring.

Many of the questions parents have about the operation of education and care services can best be answered by the regulatory authority in their state or territory.

Department of Education and Training

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Signing Children In and Out

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Your child must be signed in and out of our service every day they attend. This is a legal requirement and must be followed. The sign in and out records are used for emergencies and for the calculation of CCS (Child Care Subsidy). We have a kiosk for this purpose that links to our software and automatically does this for you once you log in and log out each day.

If a child is away for a booked day, absent because they are unwell or on holidays, or if their booked day occurs on a public holiday, the corresponding days must be signed for by the parent or guardian. Failure to sign for any booked days or absences will result in the removal of CCS (Child Care Subsidy) for that day and you will be charged full fees.

Please ensure our educators are aware that your child is arriving and departing each day when you are entering or leaving the premises.

Cancellation of Care

Should you wish to cancel your child's care 2 weeks written notice is required. If two weeks' notice is not given you will be charged full fees (CCB cannot be claimed if you do not give notice and therefore full fees will be charged). These fees are payable to the service to finalise your child's enrolment. Any fees not paid will be passed onto a debt collection agency which may affect your credit rating and incur further fees.

Dropping Off and Collecting Children

Our service will not release any child into the care of someone not known by educators. If our educators do not know the person who has arrived to collect the child, then that person must provide photo ID as proof they are the person authorised to collect the child from the enrolment form and / or other written confirmation of collection (please note that any person authorised to collect a child must be over 18 years of age).

In the event that the child has not been collected by closing time, we will then begin to contact the parent / guardian on the numbers provided (it is important that these are up to date at all times). If we are unable to reach the parent / guardian, we will then begin to contact the individuals listed on the emergency contacts list. If after 30 minutes we are still unable to contact anyone, we will call the police and the relevant departments relating to child safety will be contacted.

Programs and Routines

Our qualified educators provide stimulating and involving experiences which develop each child's skills, allowing them to achieve positive outcomes. Our programs reflect planned experiences from observations of children and also child-initiated experiences. Our programs are flexible and adaptable to meet the individual and group interests, talents and abilities.

Children have the opportunity for both indoor and outdoor play as part of each room's routine. Routines allow time for individual, small and large group play. Children's language and literacy skills are further developed during this time with social interactions that involves children in storytelling, drama, poems and games. Music also plays a large part in these sessions as children are able to experiment with dancing, singing and exercising their bodies.

We ensure your child is an active learner by creating an environment that is challenging and stimulating where children can explore and experiment through play.

What to Bring

Please speak with our Centre Director and educators regarding what to bring each day. As a minimum guide we recommend:

- Shady / broad brimmed hat (bucket or legionnaires is recommended by the Cancer Council)
- Bag or back pack (must be able to fit inside the child's locker)
- At least two (2) spare changes of clothes (please ensure these are appropriate for the season) including underwear, training pants, socks, etc.
- Fitted cot sheet for rest time and a blanket in cooler weather. These should be placed in a sheet bag or a pillow slip (plastic bags are strictly prohibited)
- Bottle/s with milk (if required)
- Dummy or comforter (if required)
- Water bottle

Please ensure all your child's belongings are clearly labelled with your child's name.

Absences and Holidays

Parents are requested to phone the service if their child is unable to attend for the day. Please note notification is urgently required in the instance of an infectious or contagious disease.

Families receiving Child Care Subsidy (CCS) are allocated 42 absent days (allowable absences) per child per financial year (including public holidays). When the 42 absent days have been used, CCS will not be paid for any further absences unless they are for the following:

- Illness with a medical certificate
- Non-immunisation with written evidence
- Parent with a rostered day off and a Statutory Declaration signed by a JP
- Parent with a rotating shift and a Statutory Declaration signed by a JP
- Periods of local emergency
- Court ordered shared custody
- Attendance at Preschool (where applicable)

Please note there is no limit to the number of approved absences as listed above.

Each family is entitled to up to 4 weeks (booked days) holidays at 15% off the full fee per calendar year (not accumulative). Any entitlement is providing that written notice is received by the Centre Director two weeks prior to holidays being taken and that all accounts are paid up to date (please note if your account is not one week in advance as per service policy you are not eligible for any relevant holiday discount).

Health and Hygiene

To minimise the risk of infection in our service we follow the Staying Healthy 5th Edition guidelines for exclusion periods. If a child in care has a suspected infectious condition a parent / guardian will be contacted and asked to collect the child as soon as possible. Parents / guardians are encouraged to seek medical advice and inform our

service of the outcome. If a parent / guardian cannot be contacted, we will endeavor to contact other individuals listed on your enrolment form.

In accordance with the Health Department please inform the Centre Director IMMEDIATELY if your child contracts German Measles (Rubella). If your child contracts German Measles they may need to be excluded from our service to prevent women in their early stages of pregnancy from contracting the disease when they enter our service because of its effects on the developing fetus. For more information, please log on to: www.health.gov.au.

Children with a suspected or confirmed infectious condition must produce a medical clearance certificate before the child can return to our service. The Centre Director will post signs to inform families of confirmed infectious outbreaks with information relating to the illness. Staying Healthy 5th Edition provides essential information to Early Childhood services. For further information please log on: www.nhmrc.gov.au.

As per the Education and Care Services National Regulations each educator must observe good health and hygiene practices and ensure the services facilities are kept clean and in good repair.

The three most important ways of preventing the spread of infectious diseases are:

- Effective hand washing
- Exclusion of sick children and educators
- Immunisation

We consider hand washing and hand drying as the most effective way to minimise the spread of infection. This is an important routine for both educators and children. The following practices are encouraged:

- Educators to wash their hands on arrival at our service and before departure each day
- Educators to wash their hands before handling food, including babies' bottles
- Educators and children to wash their hands before and after eating
- Educators and children to wash their hands after changing a nappy, assisting children with toileting or using a toilet themselves
- Educators to wash their hands after cleaning up blood, urine, faeces or vomit (even if wearing gloves)
- Educators to wash their hands after removing gloves
- Educators to wash their hands before and after giving medication
- Educators and children to wash their hands after coming in from outside play

Immunisation

Immunisation is not compulsory, but is a requirement to claim Child Care Subsidy. Parents must provide up to date immunisation history statements to the service at all times. These are available on the Australian Immunisation Register (AIR) on the Medibank website (please note that a red book copy of a child's immunisation history is no longer a valid form of evidence). Parents who choose not to immunise their children will be charged full fees for their time in care and any child who is not fully immunised may be excluded from the service in the event of an outbreak of a vaccine preventable disease for the duration of the outbreak.

For more information, please contact Human Services on the following link: <https://www.humanservices.gov.au/customer/themes/families>

Head Lice

Head lice (pediculosis capitis) are a part of life for children in childcare and school. Children have close contact with each other and this provides an opportunity for head lice to transfer from head-to-head. Our educators will take every precaution to limit the spread of head lice within our service and ensure that families are notified of any reported case so appropriate treatment can be sought.

Medication

If your child requires medication to be administered at the service a medication form must be completed by a parent / guardian. All medication must be in its original container with the dispensing label confirming the child as the prescribed person and the dosage to be given as well as correct use by date. This applies to all medications; regardless of whether they are non-prescribed such as teething gels and nappy creams, or prescribed such as antibiotics. Please note pharmacies can provide dispensing labels for non-prescribed medication, including homeopathic medicine.

Under no circumstances can medication be left inside a child's bag. In the case where a child has a high temperature our service is able to administer a single dose of children's paracetamol for an emergency, where verbal confirmation from the parent / guardian has been obtained. The child's enrolment form must also give permission for the child to receive paracetamol. Educators will complete the medication form and the parent / guardian will be asked to sign upon arrival at the service.

Once paracetamol has been administered, the child must be collected immediately.

Children with a temperature above 38 degrees must be collected immediately. If the child is less than 3 months old, a medical clearance is required before returning to the service.

Management of Asthma

Inhalers will only be administered with your doctor's written consent and in accordance with your doctor's instructions as detailed on your child's Asthma Management Plan. A copy of the child's Asthma Management Plan must be given to the Centre Director before your child starts at the service.

In the case of a child susceptible to an acute asthma attack, medication may be permanently left at the service.

Unwell Children

A child who is unwell cannot participate fully in their day and generally require one to one care. Parents are requested to keep children who are unwell at home as it is more comfortable for your child, as well as ensuring that there is little opportunity for other children or staff to become unwell too.

If your child does become unwell whilst in our care, we will follow the steps below:

- We will remove your child from the group (to ensure the other children do not become sick if the illness is infectious)

- We will contact the parent / guardian, or if non-contactable an authorised contact person listed on the enrolment form, to request that your child be picked up as soon as possible
- If we are unable to reach a contact, our Centre Director will use their discretion in deciding to seek medical attention

We will complete an Illness Form and the parent / guardian will be asked to sign this on collection of their child.

Parent / guardian of a child who has been absent from the service with a suspected or diagnosed illness considered to be infectious should contact the Centre to advise us of the illness so parents in the service know to observe their children for symptoms. A medical clearance which states that *the child is well enough to return to childcare* should be obtained prior to your child returning to our service. This ensures that there is little opportunity for other children or staff to become unwell too.

Our service will, at all times, maintain a clear and concise record of both staff and child illnesses as they occur at our service.

Incidents

Educators organise indoor and outdoor environments daily to ensure it allows for maximum supervision and promotes safety. In the case of an incident involving your child at our service, an educator will administer first aid immediately.

If an injury requires further medical attention, the parent / guardian will be contacted to arrange a plan of action. If our service is unable to contact a parent / guardian or another person from the emergency contact list on the enrolment form, we will arrange a plan of action. The Centre Director or person in charge will act on behalf of the parent / guardian to seek the appropriate medical assistance. We will ensure that an educator the child knows accompanies them at all times until the parent / guardian arrives.

Documentation of all incidents will be made on the Incident Form and the parent / guardian will be asked to sign this on collection of their child.

Sun Safety

Children are very vulnerable to sunburn which increases their risk of acquiring skin cancer. Cancer Council Australia advises 'the major cause of skin cancer is too much exposure to ultraviolet (UV) radiation from the sun'. Skin can burn in as little as 15 minutes in the summer sun.

Children's play will be limited to outside before 10.00am and after 3.00pm where possible to minimise the exposure of the sun to the children and educators. Parents / guardians are requested to ensure that children have sunscreen on all uncovered areas *prior* to leaving home in the morning. Sunscreen will also be available for parent's use on arrival at the service. Educators will also use a variety of age-appropriate teaching tools to ensure that children are developing sun safe habits.

Parents / guardians are encouraged to dress children in loose comfortable clothing which covers as much skin as possible (singlet or halter neck tops are not appropriate). All children and educators must wear a sun safe hat when outdoors at all times. The Cancer Council of Australia recommends the use of a bucket hat, broad brimmed or legionnaire style hat. Baseball style hats and beanies do not meet the Cancer Council of Australia recommendations.

We are aware sun damage can never be repaired; prevention is the best cure. For more information log on to: www.cancer.org.au or Cancer Council Helpline 13 11 20.

Toys from Home

We have lots of wonderful, fun and educational toys for the children to enjoy at our service. We encourage children to leave their own toys at home. Home toys are special to children and if they are lost or broken children can become very upset.

We understand that some children may need 'comfort' items. Can you please ensure they are clearly labelled with your child's name and that their educator is aware of them. If your child brings a special item in for show and tell, please hand this to one of our educators and they can pop it away safely for sharing later.

Our service cannot accept any responsibility for the care of any personal items brought into the service.

Lost Property

The service will take every precaution to prevent lost property. Unfortunately, items can go missing from time to time. The service will keep any lost property together and make it available at the service for families to search for any missing items. If items are still uncollected after a period, they will be donated to a local charity.

Rest Time

We provide a rest period for our children to regroup after a busy morning of fun and learning. This is a requirement as per the Education and Care Services Regulations for all programs in appropriate circumstances, to allow for supervised rest periods for all children. If your children do not sleep, they will be supplied with quiet activities throughout this time.

Positive Behavior

Educators and families share a common goal of positive outcomes for children. Children are encouraged to develop social skills that will allow them to resolve conflicts and meet their needs without the use of aggressive or destructive behavior.

Children are encouraged to respect themselves and others. When educators guide a child's behaviour, they aim to provide each child with clear guidelines as to why a particular behavior is unacceptable. Children are given realistic limits to follow whilst they are in care.

We are here to work in partnership with you to encourage positive behavior. If you would like to discuss anything with us, please let us know and together we can put strategies in place to assist your child to make good choices.

Biting

Biting is not uncommon in younger children. Children who usually bite do so because they are frustrated, angry or exploring. They often act impulsively and quickly, being too young and immature to think of other choices or consequences. They usually bite because their language skills are not good enough to say what they want. Teething may also be a cause of biting. Biting is most frequent in the 13th to the 30th month old age group.

When biting occurs, it is often very distressing for parents. If your child is bitten, you will probably feel upset and very distressed. If on the other hand your child is the biter, you may feel uncomfortable. Educators also find biting very distressing, often feeling very guilty that they have been unable to eliminate the problem whilst maintaining the self-esteem of all parties involved. Please remember that this is a natural phase of development for some children, and will be dealt with in an appropriate manner by the educators and Centre Director.

The educators will endeavor to maintain a safe environment for all children and do their best to ensure they are working to reduce the biting within the class room, however should biting occur the following procedure will be used:

- Educators are to complete incident / accident reports each time a child bites, for the child that is bitten and the biter

If a child continually bites, educators are to:

- Assess the room environment and routine and make necessary changes as required
- Continue to inform the parents each time the child bites via the incident / accident report
- Involve the Centre Director to assist with ideas and strategies
- Contact the parent / guardian to arrange a meeting to discuss a plan of action, if the strategies the service is employing is not successful
- Work together with the parent / guardian and evaluate plans on a daily basis
- Seek professional help with the approval of the parents to assist with room strategies
- Record the evaluations of the strategies

Nutrition

Good food habits need to be developed at an early age. It is important that we are meeting the nutritional, social, cultural and educational needs of the children in our care. We ask that, where possible, 'treat' food be left at home. Our Centre provides well balanced and nutritious meals throughout the day included in your daily fee. We offer morning tea, lunch, afternoon tea and when needed a late afternoon snack. We also provide cups of milk for all our children. Our menus are designed in accordance with Nutrition Australia and are reviewed in collaboration with management, families and children regularly. We ensure that children are receiving all the vital nutrients and minerals they require to grow. Please do not hesitate to speak with our friendly cook for any information regarding our menus.

Nut allergies are an extremely common food allergy in young children. We are a strictly nut free zone. There may be at any given time children who are diagnosed anaphylactic (a life-threatening allergy to a food, etc., commonly nuts) in our Centre. We aim to keep all children's health and well-being paramount and appreciate your understanding in not sending any nut containing foods.

Birthdays

We encourage families to celebrate their child's birthday at the service. You are welcome to organise a celebration with our educators prior to the birthday so that both you and your child can fully enjoy the special day.

We encourage parents / guardians to bring in individual cupcakes to share with friends. The birthday child cannot have candles on their cake to blow out. We do this to minimise the spread of droplet infection by the child blowing on a cake to be eaten by others.

Parent Grievances

We are here to ensure that your child is happy and healthy in our care. If there are any concerns, please let us know. We have a grievance procedure and a support structure in the foyer.

By following this procedure, it gives those involved an opportunity to address any issues and ensure that your concerns are followed through and you are satisfied with the end result and the action taken.

All grievances are taken very seriously and we will always ensure the resolution is discussed with the family involved.

Parent Support Structure

Partnerships between our staff and families are crucial for positive outcomes for our children. Should you require any assistance, please follow our support structure below.

Nominated Supervisor – Darcie Dalwood

07 3129 6350

Darcie@heek.com.au

If you would like further information or you would like the matter taken further, please contact our;



Service Support Manager – Karen Elkington

karen@elkingtonchildcare.com.au

If you would like further information or you would like the matter taken further, please contact our;



**Regulatory Authority
Office for Early Childhood – Metro City Region**

07 3028 8064

metrocity.ecec@qed.qld.gov.au

Department of Education and Training

Parent / Educator Communication

Information regarding your child's day will be documented and made available for you. The information provided includes details regarding sleep, toileting, meals and activities. Our educators will speak to you informally at drop off and pick up times and should any issue arise during the day we will give you a courtesy call to discuss.

During the year, we offer parent teacher interviews as a formal time for parents / guardians and educators to talk. Should you require additional or an alternative time to meet with your child's educator, please see your child's educator and the Centre Director to arrange a time which is mutually convenient.

Parent Participation

We encourage parents to actively participate in the care of their children by becoming involved in and spending time at our service. Parents are welcome to share special occasions with their child, come in and spend time participating in the room, read a book to the class, play an instrument, do some cooking or painting and much more. Parents can also become involved in the program by communicating their ideas and feedback to our educators who will incorporate this information into the daily program. We value parent input into our programs and strive to collaborate with parents regularly to build relationships that support the developing child. Please speak with one of our educators or our Centre Director for more information.

Parent and Visitor Conduct

It is expected that families using our service and associated visitors demonstrate patience and courtesy at all times. Our staff and Management endeavor to provide the children with positive behaviour role models. We will not tolerate inappropriate language or behaviour at the service at any time.

Smoking is not permitted at the service or in the car park. The car park is for staff parking and for families dropping off or collecting children. Please be thoughtful, especially during peak times. We have parent, children and staff codes of conduct that must be adhered to at all times.

Staff Recruitment, Selection and Retention

At our service, we endeavor to create a dedicated team of Early Childhood professionals.

Children need to develop trusting relationships with educators. When devising our service roster, we consider the continuity of care for each child. When educators are on leave, we endeavor to advise parents / guardians and children and if possible, use educators which are already familiar to our service.

Students and Visitors

We welcome the opportunity to share our knowledge with students and volunteers and seize the opportunity to learn new skills from them too. All students and volunteers are required to undergo suitability screening by the Commission for Children and Young People (Positive Notice Blue Card for Child Related Employment).

All students and volunteers will be interviewed and undergo orientation visits by our service. Students and volunteers will also be asked to sign that they have read, understood and will abide by our Student and Visitors Handbook. All students and volunteers will be supervised by our educators and will not be left alone to care for children under any circumstances.