

# *PARENT INFORMATION BOOKLET*

Wynnum & Bayside



Childcare Centre

Telephone 3893 0272

Email [admin@wynbaycc.com.au](mailto:admin@wynbaycc.com.au)  
Centrelink reference number 407207374A

## **CENTRE PHILOSOPHY**

*At Wynnum and Bayside Childcare Centre we believe that children explore and make sense of their world through play. Each child is a competent learner who is capable of constructing their learning within their environment and social context. Teachers are facilitators of the children's learning and collaborate with families to provide experiences and environments that are reflective of the cultural, social and familial contexts within the community. We believe that Wynnum and Bayside Childcare Centre provides a secure, safe and happy environment that enables families to transition their children smoothly between their homes and the centre in a climate where it is increasingly challenging for families to balance their work and family times. Reciprocal relationships between management, staff, parents and children are of fundamental importance in ensuring that we value each person's individual differences, abilities and viewpoints.*

### **Dear Parents,**

We would like to welcome your family to our Centre and hope that we will share a long and happy association together during this most significant period in your child's life. We are pleased that you have chosen us to be an important part of your child's growth and development, as we believe that the adults of tomorrow deserve every opportunity we can give them today. Our wish is that we will work together with your child's well being as our mutual goal.

### **AIMS OF THE CENTRE**

-  To appreciate and foster the individuality of all children including children with additional needs
-  To accept and be responsive to individual and cultural diversity and to encourage each child to challenge bias
-  To extend each child's individual development by considering the developmental appropriateness of all activities affecting the children and providing experiences that promote problem solving and development across all domains
-  To encourage cooperation, acceptance and the development of a positive self image
-  To provide self selection of experiences in each age group to enhance autonomy and decision making
-  To make all experiences as enjoyable as possible
-  To foster a positive relationship between staff and parents so that they can support each other in their complementary roles
-  To encourage parents and families to be involved in the centre to the extent with which they are comfortable.

Our aim is to extend and complement the care you give in your home by providing “**professional and caring attention for your child**” in an environment that is stimulating, creative, loving, supportive, challenging and most importantly safe.

Our programs are developmentally based to meet the needs of each individual child and build on their interest, strengths and emerging abilities. To ensure your child enjoys his/her time at our centre and participates in activities that will enhance his/her development, the children are grouped according to age and stage of development.

**We strongly encourage families/guardians to ask for any further information you may wish to have regarding our philosophy, goals and aims, and how we implement these into developmental programs offered at the Centre.**

If at anytime you have any questions, concerns or suggestions, please feel free to discuss them with us as this sharing of information will help us all to better understand and plan for your child's individual needs and requirements.

## **CENTRE HOURS**

Our Centre is open Monday to Friday 6.45am until 6.00pm and all programmes operate for 52 weeks of the year – including school holidays. We are closed only on gazetted public holidays.

## **REGISTRATION AND ENROLMENT**

After registering your child at the Centre and his/her place has been confirmed by the Director, you will be required to complete an Enrolment Form. The information supplied on the enrolment form is strictly confidential and should always be kept up to date. We must emphasise that should any of your details change (e.g. Address, phone numbers, authority to collect children, etc) you should inform the Director immediately.

### **SCHEDULE OF FEES**

Nursery		<b>\$78.00/day (1-3days), \$76.00/day (4-5days)</b>
Toddlers	(Red)	<b>\$76.50 /day (1-3days), \$74.50/day (4-5days)</b>
Pre Kindy	(Green)	<b>\$74.50 /day (1-3days), \$72.50 /day (4-5days)</b>
Kindy	(Yellow)	<b>\$70.50/day (1- 3days), \$68.50/day (4-5days)</b>
Pre Prep	(Blue)	<b>\$70.50 /day (1-3days), \$68.50 /day (4-5days)</b>
Before School Care		<b>\$21.00/day</b>
After School Care		<b>\$24.00/day</b>
Vacation Care		<b>\$52.00/day</b>

### **HOLIDAY FEES**

All holidays for each child attending the Centre must be recorded on the daily sign in sheets and must be signed by the parent. If no signature is provided fee assistance cannot be obtained by the parents. Three(3) weeks of holidays (e.g .6 days if a child attends 2 days a week) are available per financial year at half fees. One(1) week's holiday at half fees will be granted after attending the Centre for three (3)months, a further week after six(6) months and a further week after nine(9) months. Prior written notification must also be provided by the parent in the Holiday Book at reception.

### **CHILD CARE BENEFIT**

Child Care Benefit (CCB) is currently available from the Commonwealth Government to help families with the cost of childcare. Under this scheme, the Government subsidises approved childcare centres so that families who are eligible pay reduced childcare fees.

After enrolling at the Centre, parents should phone the Family Assistance Office on **13 61 50** to claim their CCB. Based on income information provided by parents, the Family Assistance Office calculates a CCB% entitlement and forwards an assessment notice to the parents. All Australian residents whose children meet immunisation requirements are eligible. Claim forms are available from reception or the Family Assistance Office.

### **ABSENCES**

If you are receiving CCB from the Government, they will allow you take 43 days allowable absences from the Centre in a financial year. This means should you be away from the Centre on holidays, general absences etc, after you have used the 42 days, the Family Assistance Office will cease to pass on the CCB and full fees apply. Absence due to sickness is an exception to this – provided a medical certificate is supplied. You can keep track of your absent days on the bottom right hand side of the accounts. Please also note that it is your responsibility to sign your child in and out each day. Where a child has not been signed in or out – they may be marked as absent and as such this will count towards the 42 days allowable absences.

## **PAYMENT OF FEES**

Fees are payable **one week in advance** which includes payment for all booked days not attended or taken as sick days and all booked days that fall on public holidays.

For security reasons we do not accept payment in cash or by cheque. Payments can be made by EFTPOS, Direct Debit, BPAY and Direct Deposit. Receipts will be placed in your child's pocket.

## **PRIORITY OF ACCESS**

The Commonwealth Government requires that priority of access be given to families with the greatest need for childcare support. Places must be filled in accordance to the following priorities:

- Priority 1:** A child at risk of serious injury or neglect.  
**Priority 2:** A child of a single parent who satisfies, or of both parents that satisfy the work, training, safety test.  
**Priority 3:** Any other child.

### **Integration of Children with Disabilities**

Programs/activities designed for children with additional needs will be included in the centre program and will be available for all children to participate in.

## **LATE FEES**

If your child is not collected from the Centre by closing time (6.00pm), a late fee will apply at the rate of \$15.00 for the first 5 minutes or part thereof and \$1 per minute thereafter which is payable to the supervising staff at the time of collecting your child. The late fee is charged to cover overtime as two staff members must be present at the Centre at all times a child is in attendance.

**Please phone the Centre to advise us if you are going to be late.**

## **TERMINATION OF ENROLMENT**

If you wish to withdraw your child from the Centre, we require that you give two week's notice of your intention to do so. Two week's full fees are payable should no notice be given. All outstanding fees must be paid in full before withdrawing from the Centre.

One week's notice is also required should you wish to change the days that your child attends.

On the event of ongoing late payment of fees, the Centre reserves the right to terminate an enrolment. The Centre also reserves the right to terminate an enrolment where a child has been absent for 2 weeks or more without notice.

## **ARRIVAL AND DEPARTURE**

To safeguard their safety, all children must be brought to and collected from the Centre by a responsible **adult**. This adult must **sign the child in and out on each day of attendance** and notify the appropriate staff member that the child has arrived or is being collected to be taken home. Only authorised persons who have prior **written consent** from the parents/guardian will be allowed to take the child from the Centre.

If your child is upset when you leave, chances are that before long he/she will have settled. If you are in the least concerned, please phone us so that you can be reassured and enjoy your day. If your child needs a few minutes of your time to help him /her settle and feel comfortable, please give this time willingly. Should

your child continue to be upset, we will phone and advise you. Always say goodbye to your child before leaving and reassure them that you are always coming back. Try not to be anxious, as children are quick to sense feelings of guilt and frequently take advantage of those feelings.

For parents with children in care for the first time, it is important to work together with our staff to reduce the stress of separation, adjusting to new adults and being part of a group of children. Our staff will offer every support to you and your child and you are most welcome to phone us at anytime you are concerned about your child.

Parents may notice some changes in their child's behaviour during this period of adjustment e.g. your child may become more demanding of your time at home, may regress with toileting, may wet the bed, appetite may change, may tire more easily and become "clingy". This behaviour will quickly pass if handled correctly, by communicating positive feelings about being at the Centre to your child and not displaying feelings of guilt about leaving your child in someone else's care.

### **CLOTHING AND BELONGINGS.**

Children should wear appropriate and practical clothing, including footwear, to provide safety and comfort during play and other activities. Play clothes should be easily laundered and footwear should be comfortable. Thongs are not suitable as they can be dangerous when children are climbing, running or jumping.

All children require a hat for outdoor play (**Remember: No Hat, No Outdoor Play**) and sunscreen (SPF 30 +) especially during the hot summer months.

Please provide sufficient nappies for the entire day and if your child is undergoing the transition from nappies, lots of spare training pants are required in case of accidents. A spare set of clothes for all children is a good idea in case of an unexpected accident.

Sufficient toys and equipment are provided at the Centre for the children's use. It would be appreciated if their own possessions (with the exception of a security item such as a blanket or soft toy) are not brought to the Centre. The Centre will not accept any responsibility for breakage or loss of these items.

Please ensure that all items brought to the Centre (hats, shoes, clothing, lunch boxes, drink containers, sheets, etc) are **clearly labeled** with your child's name for easy identification, as we cannot be held responsible for lost items.

A locker is provided for each child in his/her room. Upon arrival, please place all your child's belongings in it and at the end of each day, please ensure all their belongings are collected.

### **FOOD AND NUTRITION**

Good nutrition is an important part of our daily programme. We request that lollies, sweet biscuits, soft drinks, candy bars, gum and chips (including potato chips, corn chips, etc) are not sent with your child to the Centre.

Parents are required to supply meals for their child. Please note that fridges are available for storage of food. Items of food requiring heating are welcome to be sent along.

If your child requires a special diet, please ensure that the Director and the Group Leader of your child's group are aware of any special requirements.

**Birthdays** are a special time for children. To help celebrate your child's birthday (or any other special occasion) you are welcome to bring along a cake. A simple butter cake or cupcakes are best. This will be shared with the other children in their group.

As the Centre advocates healthy eating habits, some of the following foods are suggestions:

A piece of fruit (fresh or dried), salad, sandwiches, cheese, yoghurt, boiled eggs, cold meat, crisp bread or crackers with their favourite spread. The best type of drink to provide is water. Cordial, juice and soft drinks are not recommended as they often contain a large amount of sugar and preservatives. Generally what is not eaten will be sent home so you know what is being eaten. Please remember to clearly label all lunch boxes and juice containers with your child's name for easy identification.

### **WHAT TO BRING TO THE CENTRE**

Your child will need to bring the following items:

- Disposable nappies and /or trainer pants sufficient for each day for the younger children
- Bottles with milk formula (not made up) or milk sufficient for each day
- A spare set of clothes including undergarments
- A container of wipes to remain at the Centre
- Bibs and washers sufficient for the day (these will be returned daily for you to wash)
- A shady hat for outdoor play
  
- A small sheet (cot sheet size), in a draw string bag or pillow case, to cover the mattress at rest time, and a top sheet
  
- A small blanket also in cooler weather
  
- Appropriate meals for your child.
  
- A pharmacy labeled bottle of paracetamol- if not labeled with your child's name and dosage it cannot be administered.

**Please note:**

- All items should be clearly named or labeled with your child's name.
- All food items are to be wrapped in foil or placed in individual plastic containers. Food items are not to be placed in plastic bags or wrapped in cling wrap.
- All bed linen should be taken home each Friday, or the last day that your child attends for the week for washing.

### **HEALTH, HYGIENE, AND SAFETY**

As contagious childhood diseases can quickly be transmitted from one child to another, we request that should your child be vomiting, have diarrhea, conjunctivitis, a heavy cold or any other infectious disease (measles, mumps, chicken pox, etc) they stay at home until fully recovered. Children must not attend the Centre during the appropriate isolation period. Your doctor or our Director will be able to inform you of the necessary isolation period. It is the parent's responsibility to comply with our Centre's Health Policies regarding infectious and contagious illnesses.

You should notify the Director of any such illness as soon as possible for your own benefit and for the benefit of others at the Centre. It will be at the discretion of the Director to refuse to admit any child should she feel the child is not well enough to attend the Centre.

As we do not have facilities to isolate and supervise sick children, any child who becomes sick during the day will be removed from the group and the parent or emergency contact person contacted to come and collect the child. It is therefore very important to advise the Director of any changes of address or contact numbers.

Parents are asked to ensure that all recommended Immunizations are up to date at the time of enrollment at the Centre. The Centre may request evidence that each child has had the full course of all recommended vaccinations. To receive Child Care Benefit, immunizations are required to be kept up to date or a valid reason for exemption provided by your Doctor to the Health Insurance Commission.

Should your child need to take any prescribed medicine during the day, a Medication Authority Form will need to be completed and handed to your child's Group Leader together with your Doctor's note. All medication should be clearly labeled and given to your child's Group Leader upon arrival at the Centre. All medication will be stored in the kitchen or in the refrigerator. Please do not leave any medication in your child's bag. Please refer to the Health and Medication Policies for further information.

**To maintain a high standard of hygiene at our Centre we:**

- Use separate sheets, beds, cups, plates, cutlery, etc for your child.
- Regularly disinfect all equipment, tables, benches, etc.
- Clean nappy change areas, hand basins, water troughs, toilet areas, etc throughout the day.
- Encourage children to wash their hands before and after eating and also after using the toilet.

Although accidents or other emergencies rarely occur, it is our policy to inform the child's parent of any incident or injury that occurred on the premises affecting their child and any medical treatment undertaken. All senior staff at the Centre have certificates to administer first aid. However, should further treatment become necessary, the Director will immediately inform parents and if unable to contact them she will make arrangements for emergency care/treatment for the child.

By helping us to observe good health, hygiene and safety standards, you will be protecting your child and the other children at the Centre.

### **OTHER POINTS TO REMEMBER**

- Because your child is now a member of a group, the following situations may arise:
- Coughs and colds may be more frequent, but remember your child is also building up an immunity because of this contact.
- Difficulties may arise when children are reluctant to or have not learned to share with others.
- Aggression may be expressed in different ways depending on your child's age. Some children may hit or bite if they cannot express how they feel or what they want. This is distressing for the child, the child hit or bitten and the parents. Staff are trained to handle these situations and to develop strategies to prevent aggressive behavior.
- Unfortunately head lice infestation can occur in early childhood and school settings and **parents are advised to check their child's hair regularly.**

### **STAFFING AND PROGRAMS**

The staff at our Centre foster an atmosphere of **loving care**. This is important to young children who need to know they are with someone who truly enjoys their company. Our staff have been employed because of

their academic qualifications, experience and special skills, but above all their genuine fondness for and commitment to providing quality care for the children.

Our Centre is staffed according to the requirements and recommended staff levels of the Child Care Regulations 2003. Each group has a Group Leader who has appropriate early childhood qualifications and a child care assistant. Our staff work in shifts to ensure adequate supervision of the children at all times. We display notices about current staffing and groups within the centre.

The Group Leaders, in consultation with our Director, formulate appropriate programmes based on the needs and interests of the individual children in their group. These programmes are prepared by the Group Leaders before and after our “core hours” and at other times when they can be released from caring for the children whilst still maintaining adequate supervision of the children. A programme is planned for each child’s interest and to foster the development of certain abilities, attitudes and skills.

It is our aim that we develop in each child the ability to:

- feel confident and adequate
- be independent
- use his or her body skillfully
- communicate well with others
- learn to co-operate as part of a group, to share and take turns
- control feelings of hostility and aggression
- express oneself through speech, movement, music and art
- observe, explore, question, reason and solve problems
- share ideas and opinions
- be eager for new experiences

The Group Leaders role is to provide appropriate activities for the children, to select and extend areas of interest and to provide encouragement.

It is the process of learning that is important and not the “product”. Your child may be working on a difficult puzzle, learning to share and take turns in a game or a multitude of other experiences of equal importance. **Play activities** include painting, pasting, play dough, puzzles, blocks, construction equipment, reading, story-telling, music/dance and outdoor activities.

Weekly programmes are displayed in each room for your information and parents are encouraged to discuss the program with your child’s Group Leader.

Our programs are flexible, child orientated and continually encourage learning. They consist of several stages. Firstly, we make observations, develop checklists and interpret the information. We then develop individual programmes, evaluate the programme, observe, update the checklist, interpret, programme etc, ensuring the process is continuous. Links are made to room goals and to the centre’s philosophy and goals. This document is a statement about the beliefs and values about learning and child development. The philosophy and goals are on display in the centre foyer. Each child’s development is recorded and you are welcome to view your child’s records or discuss their development with the Group Leader.

An essential part of Centre’s programme is sleep/rest time. Children are not required to sleep. However, those who do not sleep are encouraged to take part in quiet activities enabling those children who require sleep to do so.

All our staff members are encouraged to attend in-service training and other courses relating to Childcare to further develop their knowledge and skills in caring for children. Regular staff meetings are also held to discuss the children’s progress, programme development, upcoming events, activities, etc.

A list of all our staff and their qualifications is available at reception or from the Director.

## **NON – EXCLUSION POLICY**

The Centre provides non-discriminatory access regardless of ethnic background and special needs. We value and respect individual differences and cultural diversity, and regard children of all religious and cultural backgrounds with equality, respect and consideration. Parents of all cultures and beliefs are encouraged to enroll their children at the Centre and to become involved in the activities at the Centre. Considerable emphasis is placed on promoting an environment that supports and fosters multicultural awareness at the Centre. It is important that each child's individual cultural needs are supported while educating others. The dignity and rights of each child is respected at all times and staff endeavor to offer positive guidance to children with behavioural problems.

## **PARENT INVOLVEMENT**

We have an “open door” policy for parents at our Centre. Parent involvement is extremely important and the Centre encourages parents and family members to become involved in our daily activities. By volunteering some of your spare time, you will better understand what we do and how your child spends part of their day.

Parents may become involved by:

- Visiting the Centre and joining in the programme
- Sharing any special skills hobbies or interests that they may have
- Reading the notice boards, newsletters and messages in pockets.
- Assisting with excursions
- Sharing your child's experiences with craft, story-telling, music, etc
- Viewing the programme and discussing the displays, watching your child play in a group or helping with a puzzle
- Supporting fund raising activities and social events
- Discussing any problems or concerns with our staff
- Sharing a SMILE with those in need of one

Parents are also encouraged to advise the Director or Group Leader of any changes in the family or home situation (e.g. divorce, separation of parents, special events such as a new baby, death of a close relative such as grandparents, etc). Significant change in behavior may arise as a result of this, so notification from a parent may greatly assist our staff in helping a child through this difficult period.

## **CENTRE DEVELOPMENT COMMITTEE MEETINGS**

Due to the commitment of our staff and the involvement of many parents, this Centre has been officially accredited by the National Childcare Accreditation Council as a provider of the highest possible standard of Childcare. Nevertheless, we are continually striving to improve that standard. Parents are encouraged to attend our bi-monthly meetings to offer any suggestions they may have to improve the quality of care provided. We value your involvement.

## **EXCURSIONS AND ESCORTED TRIPS**

From time to time we will be extending the children's experiences by arranging excursions outside the Centre. The Centre will ensure that at no time will a child be taken out of the Centre without first obtaining your written consent.

Prior to every excursion, full written details will be given to each participating child's family. Appropriate adult/child ratios will be adhered to, to ensure adequate supervision of the group. Sufficient qualified staff will remain at the Centre to supervise any children who are unable to attend the excursion.

## **FIRE AND EVACUATION DRILLS**

To safeguard the children's safety, the Centre will have a fire drill at least once a month. All staff and volunteers at the Centre are given instructions on the safe evacuation of the Centre in the case of fire or other emergency and in the use of fire safety equipment.

These fire drills will be held at random times and if you are present you will be required to participate. It is extremely important that you **sign your child in and out on each day of attendance** as these records are used during fire drills to check all children have been evacuated.

## **PARTICIPATION OF STUDENTS AND VOLUNTEERS**

From time to time, we may be asked to participate in the training of students from the local colleges and schools. These students attend our Centre as part of their practical training or as part of work experience programmes. They will be under the supervision of a qualified Group Leader and at no time will they be left alone with the children unsupervised.

There are also occasions when members of the local community such as the fire brigade, police and ambulance are invited to our Centre and may become involved in our program.

## **RESOURCE LIBRARY**

Parents are encouraged to use our resource library. We have books, journals, videos, pamphlets and information sheets that may be of interest to you. If you have any questions or require any information, please see the Director or a Group Leader.

## **RECYCLING OF TRASH 'N TREASURE**

Remember children love to create using many different materials, so please help by bringing along your old recyclable materials including:

- Small boxes, egg cartons, plastic and metal bottle tops.
- Ice cream and yogurt containers.
- Materials and carpet samples.
- Paper, cotton reels, wool etc.

## **LOST PROPERTY**

A lost property box is located at reception. Periodically all uncollected items are donated to a worthwhile cause.

## **GRIEVANCE PROCEDURE**

At the Wynnum & Bayside Childcare Centre, quality care for families and children is our highest priority. If however, problems do arise, the following resolution framework is available for all families with a desire to resolve issues constructively and meaningfully. The following steps in this process can be used as a guide.

- Families are invited to discuss issues with their Group Leader or Director.
- If matters cannot be resolved satisfactorily, the family should request an appointment with the Centre Manager.
- In the event the Manager is unable to satisfactorily resolve concerns, the Office of Early Childhood and Care Information Service (1800 637 711) may be able to provide some level of support.

We hope the information contained in this booklet is useful and informative. More specific information is available in the Centre's **Policy and Health Handbooks** at reception. The Centre's policies have been designed in the best interests of your child's development, happiness and well being.

**Quality care** is of the greatest importance to us and we constantly strive to provide optimal care and facilities for the children. Quality childcare means meeting the total needs of your child in all areas of development. These include social, emotional, physical, cognitive and language. For the children we provide satisfying and rewarding experiences while their parents are able to pursue other tasks, secure in the knowledge that their children are cared for in a stable, warm and caring environment. It is vital that parents and staff work together in close harmony for the benefit of the children. If you have any concerns regarding the attendance of your child at our Centre, please see the Director to arrange a mutually suitable time to discuss these matters.

For your reference and information, a copy of the Childcare Regulations and Childcare Act is available at reception.

Also kept in the office for your reference and information is the centre's Compliance History Log Book. This log book contains information about any formal compliance notices issued to the Centre for contraventions of the Child Care Act 2002 and the Child Care Regulations 2003.

Our childcare service is licensed by the Office for Early Childhood Education and Care under the Child Care Act 2002 and Child Care Regulations 2003. The Centre must meet the requirements about activities, experiences and programs according to the legislation. Their address and contact telephone number is as follows.

Office for Early Childhood Education and Care  
Metropolitan Region  
Mt Gravatt Regional Office.  
1<sup>st</sup> Floor, Block C.  
Garden Square,  
MacGregor St,  
Upper Mt. Gravatt Qld. 4122

Telephone: 1800 637 711

Website: [www.education.qld.gov.au/earlychildhood](http://www.education.qld.gov.au/earlychildhood)

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