




Wyndham
**Early
Learning**

A small cartoon character holding a book, positioned to the right of the word 'Learning'. The character is a simple, stylized figure with a round face, a small body, and a single hair curl. It is holding a book open in front of it. The character is rendered in a light teal color.

Parent Handbook

Centre Philosophy

Our philosophy is to approach Early Childhood Education in a holistic way and to support the transition for families and children to be part of our childcare community.

To do this we will:

Have a “family focused” approach to our teachings, care giving strategies and the every day running of Wyndham Early Learning.

We will consult with parents to provide consistent care, linking home and child care.

Involve parents in areas of development and self-help for their child

Employ educators who strive to establish warm, meaningful and respectful relationships with children and families.

Provide children with meaningful play opportunities that encourage and give children the confidence to explore, problem solve, communicate, think, create and construct.

Have high expectations and hopes in relation to children achieving whilst following their own unique path.

Encouraging and guiding children to learn age appropriate self-regulated play and behaviour.

Create an atmosphere where children feel as though they belong and therefore are able to continue to develop skills for lifelong learning.

Program to allow children to develop a strong sense of identity, feel connected with and contribute to their world, have a strong sense of wellbeing, to be confident and involved learners and be effective communicators.

Provide a healthy, diverse and nutritious menu and promote the benefits of healthy eating and an overall focus on health

Wyndham Early Learning is committed to child safety. We want children to be safe, happy and empowered.

We support and respect all children as well as our staff and volunteers.

We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/ or linguistically diverse background and to providing a safe environment for children with a disability.

Developed: 1st August,2016

Reviewed and updated: 16th March, 2017

THANK YOU

We would like to take this opportunity to thank you very much for choosing Wyndham Early Learning as your child's education and care centre and look forward to being of service to and building a relationship with your family.

Please take the time to read our Parent Handbook carefully and please feel free to discuss any other areas that may not be covered with centre management and staff.

HOURS OF OPERATION

6.30am – 6.30pm Monday to Friday

FEES

Hourly: \$21.50 Half Day (4 hours): \$69.50 Daily: \$106.50 Weekly: \$480.00

Fees are payable weekly and accounts are to be paid one payment in advance at all times. Direct Debit through Ezi Debit is our preferred method of payment. Fees can also be paid at the office by cash, cheque or EFTPOS. Direct deposit is also a payment option; bank account details are available on request. Accounts that fall more than two weeks in arrears may have to forfeit the child's booking until the account is brought back in line with our centre's fee payment policy, the child may then resume, providing there is a vacancy at the time. Receipts will be issued weekly. Fees listed are maximum fees payable without CCB or CCR applied. By signing the enrolment form you are agreeing to abide by our fee payment policy and will be responsible for all related recovery costs if required.

CHILD CARE BENEFIT & CHILD CARE REBATE

It is imperative that both your child's CRN and your CRN and dates of birth that you provide on the enrolment form are accurate and exactly the same information that the Family Assistance

Office has on record for you and your child. You need to ensure that you have been assessed for CCB & CCR with Centrelink. All CCB claims are linked from our computer to Centrelink and payments will only be made if an exact match is found and you have been assessed. You do not need to notify Centrelink that you are using our service as your attendances will be submitted electronically.

Even if you do not wish to claim CCB and/or CCR as direct fee reductions you will need to apply and be approved so that any payments you may be entitled can be paid to you as lump sum at the end of the financial year.

ABSENCES

If your child is absent on a permanently booked day normal fees will be charged and you will be asked to sign the attendance record for the absence. The Family Assistance Office will pay CCB for 42 absent days per child per financial year, these are called Allowable Absences and include holidays, public holidays and illnesses with or without a doctors certificate. Full fees are charged for absences beyond 42 days unless a medical certificate is supplied or other reasons as specified by DEEWR.

FAMILY HOLIDAYS

Although periods of family holidays are classed as Allowable Absences it is our centre policy to offer a 50% discount off the gap fee for up to four weeks per calendar year. To be eligible for the discount families must provide a minimum of two weeks notice prior to the holiday period. The families account must be maintained as per our Centre Fee Payment Policy and have a zero balance. Holiday discounts can only be applied to whole weeks. Holiday Discount Agreement Forms are available from the office or can be downloaded from our website.

PUBLIC HOLIDAYS

Due to licensing we are not able to operate on gazetted Public Holidays and will therefore be closed. Fees are payable for Public Holidays should they fall on a permanently booked day and CCB is still applied.

ENROLMENT PROCESS

If parents are wanting to enrol their child/ren in the immediate future required to complete all fields on the centre Enrolment Form and return it to the centre, along with one weeks fees to confirm the booking. For bookings for a future date, a Booking Deposit of \$100 is required to secure your booking and a completed Enrolment Form returned to the centre prior to the child commencing care.

All specific areas of the child's needs will be discussed upon enrolment e.g. hours, orientation requirements, dietary requirements, allergies, ensuring any action plans or risk assessment management plans are developed and in place prior to the child's start date. Centre policies

that are directly relevant to your family's needs can be read and copies given e.g. anaphylaxis, behavior management.

Please bring your child's health record book along so that we can sight and copy immunization details and any current original court orders for us to sight and copy.

ORIENTATION & FIRST DAYS

We find that each child has different needs when settling into childcare and together with the parents we will discuss and come up with a strategy to best suit your child and family.

Parents are encouraged to visit the centre with their child prior to starting and this is best done when the children are most alert and active. Some children may require multiple visits, most, however, may need only one to feel comfortable enough to stay. For children who have not been away from their parents for any length of time this can be a difficult time and perseverance may be necessary to help your child settle and enjoy their time at the centre.

Initially it can be helpful if a parent can stay for a short while to help settle their child at an activity or with an educator, but generally we find that a child settles quicker for a parent who can leave lovingly and confidently, stating most definitely when they will return rather than one who appears upset themselves and lingers which can prolong the child's despair at separation. In order to leave a child during an orientation visit, the child must be signed in on the attendance record and completed Enrolment Forms left.

DELIVERY & COLLECTION OF CHILDREN

It is a legal requirement that children be signed in on the centre's attendance record upon arrival at the centre and signed out on leaving the centre each day.

Only persons listed on the child's enrolment record are permitted to collect a child unless verbal or written permission has been given by a parent to centre staff. Photo identification will be required to be shown, and numbers recorded on attendance record, on the first and possibly subsequent visits until staff members are familiar with persons collecting a child. Unless prior arrangement has been approved with centre management, persons under the age of 18 cannot collect a child

To assist us with staffing correctly, parents are asked to nominate an arrival and collection time and that the centre be notified if this is likely to change on any given booked day.

If a person collecting a child is obviously affected by alcohol or another substance staff will suggest that another contact person be asked to come and collect the child, or that a taxi be called.

EMERGENCY CONTACTS

It is a legal requirement that you provide the centre with the names, addresses and phone numbers of at least two emergency contact people. These contacts need to be in addition to the parents details and may be different to people you authorize to just collect your child. Should the need ever arise and we are unable to contact a parent the listed emergency people will be contacted. Please ensure that you get permission from the emergency contacts and they are aware that you are listing them and that they are physically able to collect the child if necessary

By listing these people you are authorizing them to collect your child, sign medication forms, sign accident forms and make decisions regarding your child. It is vital that these details are current at all times and that the centre be notified of any changes immediately, whether they are permanent changes or just for any given day.

LATE COLLECTION OF CHILDREN

A late fee of \$1.00 per minute will be charged on parent accounts for children who are still in attendance after our licensed closing time of 6.30pm. Staff will contact parents or emergency contacts where parents cannot be reached, of children who are still in attendance after hours. The Department of Human Services (DHS) Child Protection Office or the police will be contacted to collect the child if an appropriate contact person cannot be reached.

DHS may be notified of any child who is repeatedly collected after hours.

KINDERGARTEN PROGRAM

We offer a funded Kindergarten Program which is an exciting and play based program running within our long day care setting with a fully qualified teacher. In 2013 the session runs for five hours, five days per week in our Kinder Room (4-5 years), with parents choosing which three days they would like their child to attend to access their fifteen hours. Our aim is to provide the children with a unique and memorable “kinder experience”. Kinder operates during school terms and session days and times may vary from year to year. Children attending long day care will access Kinder on their permanently booked days, there is no extra cost involved for this. Kinder only families will be charged weekly at our special “kinder only” rate.

An information evening is held prior to the beginning of term one, giving parents specific information about the Program itself.

We are involved in the Greater City Of Shepparton’s Central Enrolment process for Kindergarten enrolments. Council provides services with Central Enrolment Forms which parents are required to complete and return to Council by the end of July each year. Preferences are sorted and allotted giving priority to families already attending the service nominated. The centre will send a letter offering a place to each of the families on the Central Enrolment listing for the service.

WHAT WE PROVIDE

Our aim is to make it as enjoyable and as easy as possible for your family to use our service.

We provide disposable nappies; if you have a preferred brand of nappy or prefer cloth we are happy for you to supply your own.

All food is provided, although in Kinder during the last term we will request parents bring a lunchbox containing morning tea and lunch for their child one day per week as part of our school readiness program. All lunchboxes must fit in with our healthy eating ideals.

Hats and sunscreen are provided for the children and remain the property of and are kept at the centre at all times. Hats are individually stored in hat bags and washed on a regular basis or as needed. If your child is particularly sensitive to sunscreen we are happy for you to provide your own which needs to be clearly named and given to a staff member who will store it for your child's personal use.

WHAT TO BRING

Parents will need to provide as many prepared bottles of formula or breast milk as will be required for their baby during the course of the day. Children who have cow's milk in a bottle need only bring an empty bottle for us to fill. Please ensure all bottles have lids and are clearly marked with the child's name.

If your child uses a dummy please bring it along each day and ensure that it has a cover and is clearly named.

We ask that your child brings at least two complete spare sets of clothing each day and many more, including shoes, for children who are toilet training. Please allow for changeable weather conditions when packing your child's bag and ensure all items of clothing are clearly labeled with your child's name.

Children are required to bring a drink bottle each day. The drink bottle must be easy for the child to operate and have a covered drinking surface. Please ensure that only water is provided in the drink bottles and they are clearly marked with your child's name.

WHAT TO WEAR

We ask that you don't dress your child in their best clothing for day care as while we make every effort to prevent children from wearing their experiences on their clothing accidents are inevitable. Ensure your child is dressed comfortably and that clothing is easy for the child to remove for toileting. Thongs and slip on shoes are unsafe and make it difficult to run, climb, jump and play and therefore are not suitable for day care. We recommend fully enclosed shoes, e.g. sneakers. In colder weather please ensure you provide a warm coat for your child as we will still be heading outdoors for play time. Sleeveless shirts, strappy tops and bare midriffs are not sun smart and are therefore not suitable for outdoor play during warmer weather.

TOYS FROM HOME

While new children to the centre are welcome to bring an item of comfort from home during

their settling in period, as a centre policy we ask that toys are not brought to child care to avoid the disappointment in the event of them being lost or broken and to avoid possible arguments. Items brought for Show & Tell or story time should be given to a staff member for safe keeping and collected at the end of the day. These should be clearly named.

MEDICATION

In the event that a child requires medication while at childcare a lawfully authorised person, listed on the enrolment form, will be required to complete a Medication Administration Form. A qualified staff member, along with another staff member as witness, will administer medication, where a qualified staff member is not available a senior staff member may administer medication. Staff will enter this information into the Medication Administration Record each time medication is given and parents are required to sign each entry every day upon collecting their child.

Staff will not administer the first dose of any medication to a child.

Staff cannot administer medication that is not in its original container or it past its expiry date.

Staff cannot exceed stated dosages on medication labels or administer medication to children under the age stated on the label unless written instruction from a doctor stating otherwise is provided.

Staff cannot administer prescription medication that is not clearly labeled by the pharmacy with the name of the individual child intended to use it and dosage. Pharmacy only medication (eg: paracetamol or ibuprofen) will not be administered for any more than one day consecutively without a doctor's note.

Medications needed to be given on a regular basis or required to be given in the event of an emergency: e.g. asthma medication or Epi-pens, can be stored at the centre on request by the parent in an individual clearly named container and staff will check these for expiry dates and remaining dosages each time the child is in attendance. Parents can supply a letter for these particular types of medication with specific information noting child's name, name of medication, dosage, time to be given in lieu of completing the medication book in every day. Parents will still need to sign the staff entries every day.

Parents are responsible for replacing empty or expired medications.

Developed: 19th October 2009.

Reviewed: 4th September, 2013.

Source reference: Children's Services Regulations, 2009.

Children's Services Act 1996 Section 29B

www.allergy.org.au

www.health.vic.gov.au

www.immunise.health.gov.au

WHEN IS SICK "TOO SICK"

Parents will be contacted to collect children who display symptoms including vomiting, diarrhea, conjunctivitis, head lice, unexplained rashes and temperatures over 38 C while at child care. Where a child is generally unwell and obviously too ill to be at child care the parents may be contacted to collect the child at the discretion of the educators. In the event that we cannot contact a parent, an emergency contact as listed in the enrolment form will be contacted to collect the child. Staff will complete an Illness & Temperature form that will need to be signed by the person collecting the child.

In the event of vomiting and diarrhea it is the policy of this centre that children do not attend childcare for 48 hours after the last symptom unless a medical clearance certificate is provided stating the child is not contagious and is fit to attend.

All people entering the service will be notified of an infectious illness being diagnosed by way of notices placed on the main entry doors into the office.

Where the centre does not have a specific policy to cover any other illnesses we follow the information and advice given in the Staying Healthy in Childcare manual for exclusion periods.

The following is a list of just some of the illnesses or conditions that require you to keep your child at home unless you have a medical clearance:

- Diarrhea
- Vomiting
- Conjunctivitis
- Cold sores
- Chicken pox
- High temperature
- Measles/rubella
- Ring worm
- Impetigo
- Head lice (until appropriate treatment has been administered)
- Unexplained rashes

- Any other diagnosed infectious illnesses/conditions

In an effort to prevent the spread of illnesses amongst children, staff and parents very thorough cleaning routines and hygiene practices are followed throughout all aspects of the centres operations.

The two most important thing that we require parents to do to help us prevent illnesses spreading is by assisting their child to wash their hands on arrival and again prior to leaving the centre and by adhering to our exclusion policies.

MENU & NUTRITION

A culturally diverse and balanced menu is provided in an eleven day rotating format to ensure that a child who only attends one or two days each week is not presented with the same meal each week. The menu is displayed in each room and lists the ingredients. The food provided in our menu will be low in fat, salt and sugar. Sweet foods will be provided only for special occasions.

Breakfast is served daily until 7.30am. Children can choose from Weet Bix, Weeties or wholemeal toast. After this time, parents are able to supply breakfast for their child and we will provide an appropriate place to eat. Food supplied by parents must fit in with our healthy eating ideals.

Morning tea consists of foods such as fresh seasonal fruit, dried fruits, cheese and crackers or raisin toast. Morning tea is served with fresh milk and/or water.

Lunch is a cooked meal each day followed by a second course along the lines of fruit salad and yoghurt, pikelets or vegetable sticks with dip. Lunch is served with water.

Afternoon tea consists of a variety of items such as assorted wholemeal or multi grain sandwiches or wraps, vegetable sticks with dips and crackers, pumpkin scones, savoury pinwheels or topped rice cakes. Afternoon tea is served with water.

A late snack is provided for those children who require care until late in the day. This consists of foods such of cheese and vegemite with crackers with dried fruit and is just a small snack to get them through until tea time.

Fresh water is freely available to the children at all times during the day.

Please note that our menu does not intentionally contain any nuts, so we ask that any food brought from home, including birthday cakes, be nut free also.

TEMPTING “FUSSIER” EATERS

At times children will be “fussy” about their food. We understand this and every consideration will be taken into account for each individual child’s eating habits. A basic guideline will be followed and tailored where necessary to cater for each child’s needs and family’s specific requests. All children will be offered our main meal and encouraged to taste it, children will never be forced to eat or threatened with any consequences for not eating. After a reasonable amount of time if a child is still unwilling to try their meal, a sandwich (usually cheese or Vegemite) will be offered in its place and if the child eats this then second course will be offered as usual. Should the child refuse the sandwich second course (usually fresh or tinned fruit) will be offered, again after a reasonable amount of time

BIRTHDAYS

Birthday cakes are very welcome at day care. Please ensure that birthday cakes are shop bought and provided in their original packaging with the ingredients listed.

ACCREDITATION

Our centre closely follows the National Quality Framework & Standard. This is a detailed set of principles created by ACECQA (Australian Children’s Education & Care Quality Authority), to ensure the highest possible standards of care are met. We have in place a Quality Improvement Plan outlining the principles and how we achieve them and ensures we are constantly reflecting on our practices and striving to improve all the time. At present we are rated as Meeting Quality Standards and are working towards Exceeding Quality Standards at our next assessment.

PARENT PARTICIPATION

We love it when parents can be involved in their child’s childcare experience. This can be done in several ways from staying a minute to read a book or sing a song to the group or saving empty cardboard boxes. We understand that our parents are very busy and if they can spare any time at all it is greatly appreciated.

PRIORITY OF ACCESS

This centre follows the Australian Government Priority of Access Guidelines. More information can be viewed in our centre policy and procedure manual.

GRIEVANCE PROCEDURE

In the event that a parent should have a minor complaint or grievance they should bring this to the attention of a qualified staff member or a permanent staff member in the child’s room who will make every effort to resolve the issue as soon as possible in a professional, discreet and ethical manner. Parents can take their concerns directly to centre management who will work in conjunction with the family and staff to resolve the matter. Should parents not be satisfied

with the outcome and feel they need to take the issue further they can then notify an officer at the Department of Education and Early Childhood Development who will conduct an investigation into the complaint. The Shepparton office for DET is located at: 163-167 Welsford Street, Shepparton, Victoria, 3630. Phone: 0358 321 500.

SMOKE FREE

Our centre is a totally smoke free zone, this includes all outdoor areas and the car park.