

Happy Valley Community Children's Centre Inc.



Parent Information Booklet

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www.happyvalleyccc.com.au

We are a NUT AWARE Centre

We have children at the Centre that have life threatening allergic reactions to all nuts, nut products and sesame products. Please do not send peanut butter sandwiches, any sesame or peanut products, muesli bars and other items that contain nuts and sesame. This includes family functions, when families are asked to bring food into the centre.

PLEASE READ LABELS CAREFULLY

We strongly encourage washing of hands and face after handling or consuming these products before entering the Centre.

HAPPY VALLEY COMMUNITY CHILDREN'S CENTRE
PHILOSOPHY

We believe that **Children** are central to our philosophy and that positive relationships, built on secure attachments, trust and listening to children is essential for a child's early learning.

We believe in valuing each child as an individual and acknowledge that parents know their child best. We work in partnership with families to support the home-culture and build on our understanding of their child.

We believe that by experiencing respect, kindness, fairness, acceptance and empathy, children can develop and learn to express these qualities themselves.

We believe our centre has an aesthetically pleasing, friendly atmosphere and that everyone who enters is welcomed and valued as an individual.

We believe the curriculum is negotiated by children, early childhood educators, families and the community and is inclusive of all routines, interactions and experiences.

We believe that children learn through play as they engage in exploration, imagination and experimentation and as they interact socially with adults and their peers.

We believe that during periods of transition, children and families should take as much time as they need to build trust with educators and to feel comfortable and secure in their environment.

We believe in promoting respect for all people by recognising and celebrating the similarities and differences, diverse backgrounds and abilities of everyone in our community.



Welcome

Happy Valley Community Children's Centre Incorporated is a community based not for profit organisation. The centre is managed by a parent committee that is nominated at the Annual General Meeting to form a Management Committee, who meets on a monthly basis. The minutes of these meetings are located in the foyer along with the Financial Statements.

We are a Sun Smart and Nut Aware Centre with a non-bias and multicultural approach to child care. We respect each child and their family's needs with an emphasis on working together as a team to create a homelike atmosphere.

Curriculum

The Early Years Learning Framework is Australia's national framework for early childhood educators. Fundamental to the framework is a view of children's lives as being characterized by *belonging*, *being* and *becoming*. Experiencing *belonging* – knowing where and with whom you belong – is integral to human existence. Childhood is a time to be, to seek and make meaning of the world. *Being* recognizes the significance of the here and now in children's lives. Children's identities, knowledge, and understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. *Becoming* reflects this process of rapid change that occurs in the early years as young children learn and grow.

The framework puts children's learning at the core and comprises three interrelated elements: Principles, Practice and Learning Outcomes. The learning outcomes are used by the educator's to program for individual children and small groups. The five learning outcomes are designed to capture the integrated and complex learning and development of all children. The outcomes are:

- ◆ Children have a strong sense of identity
- ◆ Children are connected with and contribute to their world
- ◆ Children have a strong sense of wellbeing
- ◆ Children are confident and involved learners
- ◆ Children are effective communicators

Educators plan programs which cater for the developmental needs of individual children in our care. Room programs are on display and families input is both encouraged and valued. Detailed information on programming for each age group is outlined in the individual room information booklet.

Educators are willing to discuss your child's progress, and if you wish to do so, please arrange a time that is mutually convenient.

Hours of operation

The centre is open Monday to Friday between 7.00am and 6.30pm. We offer permanent full-time and part-time care, limited occasional care and emergency care. **To meet regulations families cannot leave their children before 7.00 am.**

Morning session

Arrival time for children booked in the morning session is 7.00am and the collection time for children is no later than 12.45pm. Due to our licensed number of places it is imperative that parents collect children on time. A late fee will be charged.

Afternoon session

Arrival time for children booked in for the afternoon session is 12.45pm and collection time is no later than 6.30pm. There is **NO LEEWAY** for late collection of children and a late fee will be charged. Please ensure your children are picked up on or before 6:30 as the educators shifts end at this time and they have other commitments. It is stressful for the children to be left at the centre after this time and if you are going to be late please make other arrangements for the collection of your children.

For any child remaining at the centre after their booked session is completed, there will be a late fee charge of \$1.00 per minute. The fee will be added to the next account.

If you are consistently late picking up your child from their session, 12.45pm or 6.30pm, there will be an initial \$30 fee applied and then \$1 per minute thereafter every time you are late.

License Capacity

Currently we are licensed to care for 70 children.

Entry

Families requesting care need to make a time to be shown through the centre. At this time a waiting list application form will need to be completed. Families are notified when there is a place available and transitional visits will begin. Visits can be booked at this time and are organized so that families may see the everyday running of the centre at times designed not to cause additional stress to our currently attending children. During visits any questions will be happily answered by the staff. A full copy of the **Waiting List Procedure and Entry Policy** is available upon request. We have a confirmation fee of \$50 to secure your booking, this is non-refundable.

Priority of Access

The following Priority of Access Guidelines must be used to allocate available child care places where there are more families requiring care than places available:

- Priority 1:** A child at risk of serious abuse or neglect
- Priority 2:** A single parent or both parents are employed, seeking employment or training/studying for future employment.
- Priority 3:** To support the families who utilise the Happy Valley Kindergarten.
- Priority 4:** Those children or parents with a continuing disability or incapacity.
- Priority 5:** Parents at home with more than one child below school age and single parents at home.

Child Care Benefit (CCB)

Child Care Benefit is a payment from the Australian Government that helps you with the cost of your child care.

You can claim Child Care Benefit by completing and lodging a claim form at any Family Assistance Office, located at Centrelink Customer Service Centres and Medicare Australia or by using online services.

Note: You need to claim for Child Care Benefit even if you are assessed at the zero rate so that you can also receive your Child Care Rebate.

If you receive Family Tax Benefit as a fortnightly payment, you can lodge a claim for Child Care Benefit by calling 13 6150.

Families need to contact the Family Assistance Office prior to commencement of care to register their child for Child Care Benefit (CCB), upon registration you will be issued with a customer reference number (CRN). Notification of your CRN is required prior to commencement, failure to do so will result in full fee being charged.

Child Care Rebate (CCR)

Child Care Rebate assists parents or guardians with your out-of-pocket expenses for approved child care if you are working, training or studying.

Out of pocket expenses are total child care fees less Child Care Benefit. Child Care Rebate covers 50% of out of pocket expenses, up to a maximum of \$7,500 (subject to the passage of legislation) per child.

Child Care Rebate is paid either direct to the service on a weekly basis, or direct to you, fortnightly, quarterly or annually.

The payment method you choose for Child Care Rebate will be applied for the entire financial year. A new payment method cannot be applied until the start of the next financial year.

Fees

The Management Committee of this child care centre sets the fees, based on a break-even budget. Each family is entitled to have two weeks holiday free of charge when the family chooses, two weeks' notice would apply. These holidays may be taken as a one week or two week consecutive block or as individual days. This is in addition to the time the centre is closed over the Christmas period. You will be required to pay fees for all permanently booked and occasional care, regardless of whether your child attends their session.

Accounts are processed on a weekly basis and fees are payable weekly.

Fees can be paid as follows:

1. EFTPOS or credit card during administration hours.
2. Cash payments are to be made during administration hours where a written receipt will be issued.
2. Placing a cheque for the correct amount in an envelope and placing the envelope in the office chute. Where overpayments are made, the extra amount will be credited to your account.
3. Filling out a credit card payment slip and placing in the chute if the administration desk is unattended.
4. Electronic funds transfer. A unique code, to be used as your reference, will be issued at enrolment.
4. When the payment has been recorded on the computer the receipt for the amount processed will be on your next account.

Please see the fee schedule at the end of this booklet for further detail and refer to the Fees Policy for information regarding the payment of fees.

Two working weeks' notice in writing is requested if you no longer require child care at our centre.

Child Care Benefit for absences from child care

It is a condition of approval and continued approval for Child Care Benefit (CCB) purposes that services comply with Family Assistance Law. Absences occurring at approved child care services are governed by the *A New Tax System (Family Assistance) (Administration) Act 1999 (the Act)*.

CCB is paid in certain circumstances when a child is absent from child care and a fee is still charged for those sessions of care that the child did not attend. The Act specifies the two types of absences for which CCB can be paid – initial 42 absence days and Additional approved absence days.

Each child is eligible to receive CCB for an initial 42 absence days per financial year. These absences can be used for any reason, provided care would otherwise have been provided on the absence day. We recommend illness certificates be given to admin staff for confirmed sick days.

Recording Attendance

Please remember to record and initial the time your child/children arrives and departs the child care centre. You will find the attendance sheets in the front foyer. They are colour coded corresponding to each age group. This information is required for the following reasons:

- ◆ Child care service record keeping obligations are governed by section 219F of the *A New Tax System (Family Assistance) (Administration) Act 1999*;
- ◆ A key requirement under these rules is that approved child care services keep records of attendance, including records of absences.
- ◆ In the case of an emergency this documentation will be used as a roll-call.

Early Childhood Educators

Being a nationally accredited centre, we employ high quality educators who advocate the significance of learning in the early years of life. Our early childhood educators have an extensive understanding of the needs of individual children and their families. Our early childhood educators promote lifelong learning.

Our early childhood educators have a range of approved qualifications including:

- ◆ Bachelor in Early Childhood Education or equivalent
- ◆ Diploma of Children's Services or equivalent
- ◆ Advanced Certificate in Child Care or equivalent
- ◆ Certificate 3 in Children's Services
- ◆ As well as a wide range of life skills and experiences



...a fun place to
play and learn!

Educator/Child Ratio and Children's Groupings *(Ages are approximate)*

Infant Room	One educator to 4 children (6 wks to 16-18 mths)
Junior Room	One educator to 5 children (16-18 mths to 2 years)
Kinder Room	One educator to 5/6 children (2 to 3 years)
Pre School Room	One educator to 9 children (3 to 6 years)
Early Childhood Teacher	Two part-time educators
Cook	Two part-time educators
Administration	One part-time clerical staff
Assistant Director	One part-time educator
Director	One full-time educator

The transitioning of children between the rooms is dependent on the developmental readiness of the child and the children's friendship groups.

In addition to the above we employ relief educators to fill busy times at the beginning and end of the day, and to cover regular educators when on leave.

Students, Volunteers, Work Experience and Visitors

The centre recognises the importance of student placements and volunteers as being consistent with the long term training of educators in the provision of quality child care. As a result students frequently attend on placement from TAFE and the Universities, and school students on work experience. Identification details are displayed on the door of the relevant room. Name tags are to be worn by all visitors.

Excursions

As part of our curriculum, children are taken out for excursions to promote and extend their learning. The enrolment form contains a permission slip for outings such as walks in the local area. For more extensive outings where transport is required a more detailed consent form must be filled in by parent/s or guardian/s. Due to regulatory requirements excursions are limited and the centre encourages Incursions (visitors to the centre).

To obtain a suitable adult/child ratio and to keep cost down, we would appreciate volunteer help from parents when taking children on excursions. A copy of the **Excursion Policy** which reflects our philosophy and the regulations under the Children's Services Act (1985) is available on request.

Guidance and Behaviour Management

As educators we work at creating an environment that will limit conflict by giving children choices. Conflicts are handled in a constructive way that will guide children to develop skills in problem solving and developing independence. We acknowledge the uniqueness and potential of each child, and aim to engage only in practices that are respectful and provide security.

A copy of the **Positive Guidance Policy** is available upon request.

Accident and Illness

In the case of illness, head injury or a significant accident every attempt will be made to contact the child's parent/s or guardian/s in the first instance. An ambulance will be called if required and an educator will accompany the child to hospital if the parents are unavailable. The centre has ambulance cover that covers accidents only and **not** pre-existing medical conditions such as asthma & anaphylaxis. We encourage you to take out ambulance cover for your children before commencing care.

The majority of educators are trained in first aid and are able to treat children with minor injuries. An accident register is kept by the educators in each room, recording the date, time of the accident, and the nature of the injury, who treated the child and what treatment was given. The child's parent or guardian is required to initial this record and will be contacted if necessary.

Health

Your child's natural build-up of resistance to infection happens gradually. This normally happens when a child moves into the wider community - for example child care, sessional kindergarten and school. The centre has a comprehensive Incident, Injury, Trauma & Illness Policy and Procedure. Copies are available on request.

Please contact the centre as soon as an infectious disease is diagnosed. The safety of the other children at the centre is of utmost importance. We request that you abide by the prescribed incubation period, detailed in the *Immunisation Policy and Procedures*, or until a doctor's clearance is received. If you are unable to take time off work to look after your sick child, it is important to have back-up care for the period of your child's illness or incubation time.

Medications

- ◆ All short or long term medication to be given to children requires a prescription or a Medication/Action Plan signed by a Medical Practitioner.
- ◆ Medications must be given directly to an educator on duty and the administration of medication form filled out with the name of the medication, the dosages and any other instructions including the time to be given.
- ◆ Medication must **NOT** be left in children's bags for obvious safety reasons.
- ◆ Medication must be in its original container, complete with Doctors label with the child's name, as educators are unable to administer prescription drugs unless they are prescribed for the said child.
- ◆ All creams, teething gels and over the counter medications need to be accompanied by a Medication/Action Plan from your Medical Practitioner.

We have an Illness Register at reception. If you wish to be contacted in the event of an infectious illness in the Centre, please see admin staff.

We would encourage all pregnant women to advise admin staff of your pregnancy so that you can be contacted in the event of an infectious illness in the Centre that may potentially be harmful to your baby. This information is confidential.

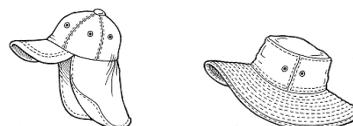
It is of utmost importance that we have ACCURATE daytime contact telephone numbers, in case of illness or accident.

Sun Protection

We are a Sun Safe Centre and advocate sun protection for all children and adults.

We do this by encouraging children and adults:

- To wear legionnaire or broad brim hats
- To apply broad spectrum sunscreen regularly
- To avoid direct exposure to the sun during peak ultra violet radiation times
- To wear appropriate sun safe clothing, e.g. shirts, tops and dresses that have backs, sleeves and collars and for children, shorts or shirts that come to the knee
- To explore their environment or to participate in activities in shady areas



Safety and Emergency Procedures

A policy is posted throughout the centre, including building emergency procedures. Copies are available on request.

Food

The centre has a Nutritional Policy which incorporates the guidelines from Nutrition Australia providing 50% of the recommended daily intake of nutrients for children. This policy has been written in conjunction with a local nutritionist. Copies are available on request.

Please speak to an educator caring for your child, if you have any problems or your child has special dietary needs.

The centre provides morning tea, a nutritional lunch, afternoon tea and a late snack.

We offer a summer and winter menu. The weekly menu is displayed in the foyer alongside the sign-in sheets.

General

Please send along spare clothes for your child. All clothing, particularly shoes, should be labeled with the child's name. Please ensure children have appropriate clothing for the weather and enough spare clothing (especially underwear) in case of accidents. Children must have shoes or sandals with them at all times. Due to safety considerations we ask that footwear is secure. Please do not send your child in thongs or slip-on shoes.

For children who are not toilet trained, the centre asks parents to supply sufficient disposable nappies to accommodate the child's time in care. We suggest a minimum of 5 nappies per day. This enables parents to choose the type/brand/size of nappy that best suits their child's needs.

A communication book is used in each room of the centre for parents to inform educators of specific information about their child.

Please periodically check the front notice board as well as the notice boards in the rooms for special announcements for upcoming events. It is an important communication link.

Australian Sign Language (Auslan)

At our centre we use Auslan to communicate with educators and children. This supports the children who are nonverbal and those learning to communicate. We are an inclusive centre and employ educators and children from all walks of life. More information is available upon request.

Management Committee

The Management Committee is responsible for the overall operation of the centre. The Committee consists of parent representatives, one staff representative, the Director and persons representing organisations relevant to the centre.

The Management Committee meets on average once a month to discuss and make decisions relating to the operation of the centre. These are open meetings and you are encouraged to attend. Minutes of these meetings and the date of the next meeting is displayed on the wall in the foyer for your perusal and comment.

To ensure that the workload is evenly distributed, the Management Committee is divided into areas of responsibility and Streams are formed. These are as follows:

Leadership Stream - Implement an organization structure to support the long-term goals and day-to-day functions of the centre. This stream supports all aspects of staff appointments, reviewing job descriptions and contracts, staff liaison and overseeing staff evaluation. preparing the budget and setting child care fees. Monitoring income and expenditure, and ensuring appropriate accounting systems are maintained.

Families Stream –Supports the centre to provide and maintain a safe, secure and aesthetically pleasing environment. Encourages families to be involved in the centre through fund raising and marketing activities that promote a sense of community spirit.

Research Stream – Responsible for researching and applying for grants applicable to the centre and reviews the constitution and philosophy as required. Records and updates the centre’s operational policies and supports the assessment process.

Parent participation is encouraged in all the streams. If you are interested in joining a stream that will enable you to contribute to specific areas of management please see the Director.

Parent Involvement

This is your centre to enjoy with your children.

An extensive orientation program is worked out with new parents that take into consideration individual needs of the family, child and educators. This will be discussed prior to entry.

Family participation is encouraged in committee and stream positions as well as being involved in the individual rooms. Parents are regularly reminded to share any suitable interests, skills or talents with the children and educators. The centre regularly plans special events for families, enabling them the opportunity to socialise with educators and other families.

The centre has a *Orientation Policy* that supports families, children and educators to build relationships and form trust and secure attachments as they transition into their new environment. The policy relates to new families transitioning into the centre as well as supporting children that transition between rooms dependent on the child’s individual development and friendship groups and are flexible of routines.

We encourage you to talk to educators about your child’s day. The programs and daily routines are posted in each room. Reading these helps to follow through with activities your child has experienced and provides a bridge between the centre and home. We encourage your input.

If you are thinking about your child and wondering how they are please feel free to telephone. If at any time you have a suggestion or grievance, please talk to us about it, either to the staff concerned or the Director. If you feel your opinion/suggestion has not been given a fair hearing, then we ask you either speak to a Management Committee member or put your thoughts in writing, so that the matter can be raised/followed through at a Management Committee meeting.

Our monthly Management Committee meetings are open to all parents and we welcome and encourage your input. Dates and times are posted on the front door.



Policies

The following is a list of policies that we implement at our centre. The policies are kept in a folder on the shelf in the foyer and are available for perusal at any time.

- Acceptance and refusal of authorisations
- Administration of medication policy and procedures
- Appointment of educators
- Bottle warming procedures
- Child collection policy
- Child protection policy
- Children's clothing policy
- Children of employees
- Children's incident, injury, trauma and illness policy and procedures
- Cleaning procedure
- Code of conduct
- Confidentiality agreement
- Constitution
- Confidentiality agreement
- Cot room procedure
- Credit card policy and procedure
- Dental hygiene policy
- Determining the responsible person
- Educators clothing policy
- Educators immunisation policy
- Educators public holidays policy
- Educators performance appraisal policy
- Emergency plan policy
- Environmental safety policy
- Equity and social justice policy
- Fee policy
- Food handling policy
- Food from home policy
- Grievance policy and procedure
- Hygiene policy
- Immunisation policy and procedure
- Management of staff overtime policy
- Mobile phone policy
- Nutrition policy and procedure
- Occupational health and safety
- Parent participation policy
- Participation of volunteers and students
- Philosophy
- Positive guidance policy
- Privacy and confidentiality policy
- Privacy and security policy
- Safe comfortable sleep/rest policy
- Safety checks and maintenance of buildings and equipment policy
- Social networking and technology policy
- Special event policy
- Special leave with pay policy
- Study leave and educators development policy
- Supervision of children policy
- Sun protection policy
- The appointment of educators policy
- Toileting and nappy changing policy
- Transition policy
- Waiting list procedure and entry policy
- Water play policy

FEE SCHEDULE

Effective March 2018

Session times

Morning 7.00am – 12.45pm

Afternoon 12.45pm – 6.30pm

Permanently Booked Care

This is an ongoing arrangement, with the expectation by the parent that care will be available as specified each week.

Full week	\$477.00
1 day	\$106.00
1 session	\$ 53.00

Two weeks' notice is required for cancellation of your booking and for booking holidays.

Public Holidays	will be charged for as per your child's booking
Fund Raising Levy	\$5.00 per family is billed each quarter
Capital Works Levy	\$5.00 per family is billed each month

A non-refundable booking confirmation fee of \$50 per new enrolment will be charged to secure a place

Please note all booked care whether it is permanent or occasional will be charged for, regardless of attendance.