



# Child Care Centre and Pre-School

Quality Child Care and Education  
for Children 0 - School age

## PARENT HANDBOOK

# WELCOME

Dear Parents and Friends,

Welcome to Happy Days @ Gulgong Childcare Centre and Pre-School.

Our Service is committed to achieving the highest standard of care and education for your child, and in doing so, emphasis is placed on your child as an individual as well as working in partnership with families. Our every effort will be to provide learning experiences in an environment that is safe, nurturing and enjoyable.

Our trained staff implement programs that meet the developmental needs of your child — across all areas of development including physical, creative, language, pre-school skills, emotional, spiritual as well as social.

Our observations of children in care may lead to detection of early problems in development, and if this occurs, please be assured that these will be discussed with you in a supportive and confidential manner.

Our Service is fully accredited and we are committed to the National Quality Framework and in identifying and carrying out improvements to our practices.

Our Service has developed a range of Policies and Procedures — a few of which have been included in this booklet. Please feel welcome to read other Policies of our Service, and discuss with the Director if you wish. The *National Education and Care Services Regulations* under National Law (2011) as well as the *National Quality Framework* is also available to families on request.

Occasionally problems or concerns may arise. Often problems can be easily resolved if an open and friendly relationship exists between families and staff. If you have a problem in relation to your child's care, please talk to the supervisor immediately. Likewise the Director will do her best in assisting to resolve any difficulties that may arise.

On behalf of all the staff, we look forward to working with you and caring for your child/ren.

For more information, please contact us on 02 6374 2288.

Elizabeth Hickson

*Approved Provider*

Tracey Fielding

*Nominated Supervisor*

*(Director)*

## ORGANISATION - POLICIES AND PROCEDURES

Happy Days @ Gulgong Child Care Centre and Pre-School is privately owned and is staffed by qualified and trained personnel. The Service's programs and its Licensing requirements are overseen by the Department of Education and Communities (*Phone 1800 619 113*).

Our Service is Registered for Accreditation with the Australian Children's Education and Care Quality Authority and our commitment remains strong in ensuring quality programs for all our children.

## HOURS OF OPERATION

Our Service operates Monday to Friday from 7.30 a.m. to 5.30 p.m.

CLOSURE of the Service includes ALL PUBLIC HOLIDAYS and approximately 2 WEEKS FROM CHRISTMAS TO THE NEW YEAR.

## FEES AND ABSENCES

See our Current Fee Policy. **NOTE: Fees are due each week of care.**

**The Family Assistance Office (Centrelink) Provides Subsidies to Parents (Child Care Benefit). Please contact [Centrelink](#) and register your child/ren for subsidy prior to starting care.**

The Director or her delegate will discuss our Fees and Subsidy with you on Enrolment.

**Priority of Access Guidelines** must be used by approved services to allocate available child care places where there are more families requiring care than places available. When filling vacant places, a service must fill them according to the following priorities:

**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, training, study test

**Priority 3** — any other child.

Within these main Priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- Families which include a disabled person
- Families which include an individual whose adjusted taxable income does not exceed the lower income threshold as specified by Centrelink, or who or whose partner is on income support
- Families from a non-English speaking background
- Socially isolated families
- Single parent families

## ENROLMENT

Staff will endeavour to make your enrolment at our Centre a positive experience. It is important to nominate which days you wish to enrol your child and ensure that your child's Immunisation Certificate and Birth Certificate are provided to us.

Prior to starting care, we invite you to make a time to come to our Centre with your child/ren for an orientation of our Service. This will assist both you and your child/ren to settle into care. Please let us know if you would like to make a time to come and see us prior to starting at the Centre.

## **MEDICAL CONDITONS**

Under the National Regulations all children with a diagnosed medical condition e.g. Asthma must provide our Service with a Medical Action Plan from the Medical Practitioner which is required to be reviewed every six months.

PLEASE NOTE:

**WE ARE UNABLE TO ENROL YOUR CHILD IN OUR SERVICE WITHOUT A MEDICAL ACTION PLAN.**

## **SAYING GOODBYE**

We understand how difficult it is to leave your child, especially for the first time, but we would like to suggest to parents that they ring us during the day to check on how their child/ren is /are settling.

**Here are some suggestions to help you separate from your child:**

1. Say goodbye — don't prolong the farewell — short and sweet is much better!
2. Tell your child that you WILL be back and when.
3. Give them a kiss and a hug before you leave.

Please let staff know when you are leaving, this will ensure that they will give your child extra support on separating from you, if needed. Never leave your child without a staff member knowing.

## **ATTENDANCE RECORDS**

**Parents are legally required to sign their child/ren in and out, each time they attend the Centre.**

Collecting your child/ren:

Please ensure that you sign your child/ren out EACH DAY.

Staff are obliged to only allow parents or persons stated in writing on their Authority to collect your child/ren.

If you are unable to collect your child, please ring or notify the Centre in writing if possible, if a different person is to pick up your child. All persons collecting children must be at least 18years of age. Identification may be requested if the person collecting the child/ren is NOT KNOWN to staff.

## **PARENT PARTICIPATION**

By working together, parents and staff can help each child develop positively. We encourage parents to participate in our Program, in providing suggestions and feedback to us in relation to Programming ideas and Quality Assurance Practices.

Please be assured that we welcome your involvement; please feel free to come into our Centre any time or call; Staff are always happy to see our families.

## **NEWSLETTERS/ COMMUNICATION WITH FAMILIES**

We will be distributing regular Newsletters which help keep families informed of current events at the Service. Receipts and Invoices will be emailed or you will be provided a "hard copy". Communications about your child's day will be emailed daily.

## **CELEBRATIONS**

Please let the staff know if you would like us to celebrate any occasion with your child, e.g. Birthday and importantly, please let us know if you would like your child excluded from specific celebrations or events e.g. Easter.

## **CUSTODY ARRANGEMENTS**

If you have a court order/ legal written agreement about custody arrangements or restricted access by a person to your child/ren, please ensure that our Service has a copy and it has the relevant child/ren's name listed.

## **LOST PROPERTY**

Please ensure that all your child's belongings have their name clearly on all items, bag, clothes, shoes, linen, food I drink containers etc.

## **PERSONAL TOYS**

Please do not bring toys or valuables from home, unless they are requested for a special activity or event, and then please let staff know.

Remember - Comfort toys are always welcome!

## **WHAT TO BRING - Please bring the following items for your children.**

**Any medications, food and drink to be clearly labelled and given to staff on arrival for appropriate storage.**

### Babies Group

A bag including:

- Disposable or cloth nappies etc.
- Labelled Bottle for milk/formula
- Labelled Bottle for water
- Comforter — dummy, teddy etc.
- Change of clothes
- Note: Hats will be provided by the Centre

### Toddler Group and Pre School Group

A bag including:

- Change of clothes
- Labelled lunch box
- Labelled drink bottle
- Comforter if appropriate
- Note: Hats will be provided by the Centre

## **HAPPY DAYS EDUCATION PROGRAM**

Our daily programs are on display for families to view, both inside and outside. Our Service has adopted the Early Years Learning Framework for Australia.

Our Objectives include:

- children have a strong sense of identity
- children connect and contribute to their world
- children have a strong sense of well being
- children are confident and involved learners
- children are effective communicators

Our program includes a variety of experiences for children encompassing areas of physical social and emotional, literacy, numeracy, science, the environment as well as music and movement.

Resources include books, storytelling, puppetry drama, dress ups, puzzles, construction, manipulative toys, dancing, singing, musical instruments art expression and collage.

Both our indoor and outdoor environments provide children with both quiet and active spaces. Occasionally excursions and special events are planned for to broaden the children's experiences.

## **DAILY ROUTINE**

Within a range of activities and experiences offered to the children, they will also be given the opportunity for meal times and rest times. Our daily routines are displayed in the 0-4 room and also in the Preschool room.

## **APPROPRIATE CLOTHING**

During the day your child will be participating in many different experiences, some messy. Although aprons will be provided for the children during painting, water play etc., it would be appreciated if you could dress your child/ren appropriate for play and the weather conditions, with spare clothing just in case!

## **TELEVISION**

Our Centre has televisions and iPads. Please be assured that the use of this equipment is limited and used to complement our programs. For example; Preschool – wildlife programs, research activities, song, dance and movement activities. 0 – 4 years children – song, music and dance activities.

**A complete Policy document can be found in the front office. We encourage you to take time to read these policies. If you have any questions, please don't hesitate to ask staff.**

## **BEHAVIOUR MANAGEMENT**

It is the Policy of our Centre to focus on encouragement and positive guidance and good modelling practices by staff, in encouraging positive behaviour. When necessary, children are given time away from the situation.

`Time out or 'thinking time' in a quiet, relaxed space is not regarded as punishment; the child is always supervised and at no time whatsoever will any child be physically punished or humiliated. Should the child's behaviour be of concern to staff and other children, then staff will speak to the parents in an attempt to correct the behaviour.

## **HEALTH AND HYGIENE**

### **Immunisation:**

The Centre is required to maintain up to date immunisation records for all children. Parents will be required to show proof of the child/ren's immunisation as well as his or her birth certificate.

A Register will be maintained for those children that are NOT immunised to ensure that their interests are acted on in the event of a breakout of an infectious disease. Information on local immunisation clinics are available at the office.

### **Sun Smart:**

We aim to promote a positive attitude towards sun protection and take measures to ensure the children are protected from the sun. Hats and sunscreen will be provided for your child. From October to March, outdoor activity will be minimised between 11 am and 3pm. From April to September outdoor activity can take place at any time during the day at the Supervisors' discretion.

### **Medication:**

If your child requires medication while at the Centre, you will need to complete the Medication Authority Form. The staff responsible will sign the form to indicate that the medication dosage has been checked and time given. The Authority should be completed on a daily basis.

**All medication MUST remain in its original container and given to staff for appropriate storage on arrival at the Centre. If PRESCRIBED the medication must state the doctor's instructions and must specify the child's name and expiry date.**

### **Illness and infectious diseases:**

**Please do not send your child to care if they are UNWELL. The Director and Supervising Teacher or Childcare Worker has the right to send home or refuse attendance to any child that is considered not well enough to attend. If your child is unwell or showing signs of an infectious disease, eg. vomiting, high temperature, diarrhoea etc. you will be contacted and asked to collect your child from the Centre.**

**However, please be assured that staff will do their best to provide and maintain a healthy environment to safeguard both children and staff from infection.**

**A child with an infectious disease must be excluded from care for a specific period of time, after which they can return. A Doctors Certificate may be requested, confirming that the child is no longer infectious for the protection of others. (Department of Health Guidelines.)**

**Parents are asked to contact the Centre if they or their child has been exposed to or have a communicable disease.**

We will then advise other parents whose children attend the Centre.

### **Hygiene:**

Strict handwashing procedures are implemented in our Centre\_ Children and Staff are required to wash and dry their hands before and after meals, after toileting and after messy activities.

Disposable gloves will be worn by staff when appropriate, e.g. Nappy changing and food preparation.

Our Centre strives to eliminate or minimise as far as possible cross infection by being vigilant in our hygiene practices.

### **Teeth Cleaning:**

Because of the risk of cross infection from children having their toothbrushes at the Centre, the children will be taught dental hygiene by eating a slice of green apple after eating, thereby rinsing their mouth and teeth. Teeth care in babies is also paramount and our policy on bottles/dummies etc. reflect this e.g. no sweetened milk on dummies etc.

**Nutrition:**

**If your child has any food or drink allergies please inform the staff prior to starting care.**

The Centre will provide drinking water for the children as well as morning tea each day (additional snacks if required).

Parents are responsible to ensure that their child is provided with ample and nutritious foods and drink, including any special dietary foods.

To assist parents to do this we will provide information on foods to bring to care and discuss any concerns that may arise in relation to the child's nutrition needs if they arise.

Some of our aims in relation to nutrition are:

- To supervise and assist children receive safe and nutritious foods;
- To provide an eating environment that assists the transmission of family and cultural values;
- To teach children good eating habits and about food and nutrition as well as teeth care and basic hygiene.

**SAFETY****Evacuation Procedures:**

Emergency evacuation plans are displayed at the Centre and staff will regularly conduct a fire drill with the children. The aim of these drills is to ensure that, in the event of a 'real emergency', the children can be evacuated quickly and safely. If parents are visiting the Centre at the time of the 'drill' we ask that they participate in the evacuation.

**Accidents and Injuries:**

Although staff will do their utmost to protect your child from an accident, sometimes, even in the safest environment, 'accidents happen'. Any accident that does occur will be recorded on an Incident Form. If your child has been hurt, you will be informed.

If necessary, you will be contacted to collect your child, if you cannot be contacted, and your child requires medical attention, we will first try your emergency contact and if necessary, we will take steps to ensure that your child receives medical attention. Note: Any medical, dental, ambulance expenses incurred will be the parent's responsibility.

**Child Protection:**

**All staff that work in Childcare are 'Mandatory Reporters' under the Care and Protection Act.**

Staff receive training on child protection issues and their responsibilities, and should concerns be raised about a child being 'at risk of harm' whether physically or emotionally, the Centre is required by Law to contact The Department of Human Services, Community Services. In the event that this action is taken, families will continue to be supported by the Centre and the matter will be dealt with in the strictest confidence.

**Confidentiality:**

Our Centre upholds the rights of families and staff to privacy afforded to all citizens in personal matters. Confidentiality of information regarding background, health and other personal information will be maintained by us according to State Regulations and Law under the Privacy Legislation.

**Complaints Handling:**

We encourage parents to speak to the Nominated Supervisor (Director), or other supervisory staff in her absence, regarding any problem or concern or query that you may have. Our aim is to resolve issues with families in a professional and supportive way. Should you remain concerned after speaking to the Nominated Supervisor, you are encouraged to discuss the matter further with the Approved Provider (Licensee).



**Thank you** for taking the time to read this booklet.

If you would like further information, please don't hesitate to ask staff.

Please be assured that every endeavour will be made to achieve a high standard of care and education for your child whilst with us and a pleasing experience for the whole family.

Elizabeth Hickson

*Approved Provider*

# Happy Days @ Gulgong

## Philosophy

We would like to recognise the traditional owners of this land, the Wiradjuri people.

### **Preamble:**

Our Service is committed to achieving excellence in the provision of care and education. We believe that emphasis is placed on each child as an individual with unique interests, experiences, abilities as well as cultural and linguistic heritage. We believe that by working in partnerships with families, parents and staff can enhance each child's learning and overall wellbeing. Our Service is committed to ongoing self-evaluation and improvement in relation to the National Quality Framework.

### **Program Goals:**

Guided by the National Curriculum, The Early Years Learning Framework for children to engage actively in their environment, to feel safe, respected and valued. Provide play based learning experiences drawn from a variety of methods including observations of children's needs and interests, through collaboration with families and through spontaneous happenings and forward planning.

To help children actively explore, discover knowledge, use initiative, achieve independence, develop creativity, imagination, curiosity and a love of learning for life. For children to gain a strong sense of identity, with their family and in the broader community. To develop tolerance in children; to be aware of diversity of life style, family life, other cultures and languages within their surrounding community and the wider world.

### **Goals in relation to families:**

We are committed to open and constructive communication with families which includes discussions, formal and incidental, child portfolios, day book, daily e-communications, newsletters and notes. We will strive to show empathy and be responsive to family needs and provide support when required. We shall encourage families to engage in meaningful participation within the programs of the Service, and parent group meetings.

### **Goals in relation to staff:**

We will endeavour to provide a safe, respectful and comfortable working environment. We will strive to provide opportunities for staff to share in decision making and instill leadership skills. We will encourage and support ongoing professional development, education and training.

### **Goals in relation to the community:**

Ensure that our Service operates within the guidelines and Laws set down by Government and professional bodies. Utilize local services in an effective and meaningful way and participate in local community events.

Address: Fisher Street, Gulgong

Postal: PO Box 552, Gulgong NSW 2852

Phone: 02 6374 2288

Website: [www.happydaysgulgong.com.au](http://www.happydaysgulgong.com.au)

Email: [happydays@winsoft.net.au](mailto:happydays@winsoft.net.au)