

Parent Hand Book



Carina Child Care Centre

- a** 202 Gallipoli Road, Carina, QLD, 4152
- p** (07) 3395 0744
- e** carina.childcare@que.salvationarmy.org
- w** <http://salvos.org.au/carindale>



Welcome

Dear Parents,

We are so happy to welcome you to The Salvation Army Carina Child Care Centre. It is wonderful to be able to serve you and your child through our Centre as we assist in caring for their personal, emotional and developmental needs. Our Nominated Supervisor and Program Director Monique Orendain, joins me in assuring you that every effort will be made to support you and understand your needs as you entrust your child with us. Monique is surrounded by a wonderful caring long term staff who work hard everyday to create a caring environment that will allow your child to learn, grow and thrive. They join me in welcoming you to our Centre.

This Parent Handbook is designed to assist you in settling your child into our daily routines as well as contains information to help you as you work with us to provide the very best care for you child. The Centre Policy Book is located in each room for your information. We greatly value the opportunity to work closely with you as we believe open communication will allow us to provide exceptional educational experiences and the best care for your child at the highest standard. Your input is important to us.

Be assured that you are always welcome in the Centre, and that our staff members are only too happy to discuss any aspects of your child's progress with you.

It is wonderful to have you with us as part of our family here at The Salvation Army.

May God bless you as you journey with us!

Blessings

Tim & Krista Andrews (Captains)

Corps Officer (Church Leader)

The Salvation Army Carindale Corps





Our Philosophy

- 1.1 We are part of the loving Christian community of The Salvation Army and this is reflected in the way we care for our children, relate to families and care for our staff;
- 1.2 We value all our educators and staff, and ensure their wellbeing;
- 1.3 We promote warm, trusting relationships and interactions between children, educators and families;
- 1.4 We create a safe, welcoming and stimulating environments for the children, and recognizing that they are active and competent learners, we consciously listen to them;
- 1.5 We encourage children to work things out on their own, support their agency, and build resilience;
- 1.6 We recognise parents as the children's first and most influential teachers, and work with them on their child's development by sharing information and expertise;
- 1.7 We recognize, respect and value the diversity of families, their unique culture, customs, background and demographics and ensure that we are inclusive in all ways;
- 1.8 We value the environment around us, and embed sustainability practices in our curriculum
- 1.9 We recognize and respect the traditional custodians of this land and are respectful of the culture and practices of the Aboriginal and Torres Strait Islander peoples;
- 1.10 We regularly reflect on our practice, commit to continuous quality improvement and support each other's ongoing professional development



Childcare Staff



Monique Orendain
Nominated Supervisor &
Program Director



Tania Lancaster
Kindergarten Teacher



Monique Watene-Jones
Lead Educator



Whitney Knight
Lead Educator



Lynn Groth
Educator



Leanne Enever
Educator

Centre Policies continued...

- Multicultural/Religious Beliefs Policy
- Nappy Change Toilet Training Policy
- Non-English Speaking Background Policy
- Nutrition and Food Safety Policy
- Occupational Health & Safety Policy
- Open Door Policy
- Orientation Policy for staff and families
- Pet Policy
- Philosophy Policy
- Photograph Policy
- Program Policy
- Relief Staff Policy
- Respect for Children Policy
- Responsible Personal Policy
- Retention of Records Policy
- Safe Storage of Hazardous Substances Policy
- Sick Children Policy
- Sleep and Rest Requirements Policy
- Staff Arrangements
- Student and Voluntary Workers Policy
- Sun Protection Policy
- Supervision Policy
- Termination of Enrolment Policy
- Technology – Media Policy
- Transition Policy
- Water Safety Policy
- Withdrawal of a Child Policy
- Writing Reviewing and Maintaining

A copy of all our policies can be found in each of our child care rooms as well as our admin office. Should you have any questions, please don't hesitate to make contact with one of our Educators.



Centre Policies

- Acceptance and Refusal of Authorisations Policy
- Additional Needs Policy
- Administration of Medication Policy
- Animal Policy
- Anti-Bias and Inclusion Policy
- Arrival and Departure of Children Policy
- Behavior Guidance Policy
- Celebrations Policy
- Child Protections Policy
- Children's Belongings Policy
- Clothing Policy
- Confidentiality Policy
- Control of Infectious Diseases Policy
- Curriculum (Pedagogy) and Educators Development Training Policy
- Dental Health Policy
- Emergency Evacuation Procedures Policy
- Environmental Sustainability Policy
- Enrolment Policy
- Excursion Policy
- Facebook Policy
- Family Communication Plan Policy
- Fees Policy
- Gender Equity Policy
- Governance Policy
- Grievance Policy
- Incident, Illness, Accident & Trauma
- Immunisation Policy
- In-service and Staff Training Policy
- Interactions with Children, Families and Staff Policy
- Lockdown Policy
- Medical Conditions Policy



Leigh Forrester
Administration Assistant



Narelle Pratt
Administration Assistant



Sukanya Parthipati
Administration Assistant



Jenny Proellocks
Business Manager



Captains Tim & Krista Andrews
Carindale Corps Officers



Centre Information

At our Centre we care for children aged 15 months to 5 years. We are open from 7.00am to 6.00pm Monday to Friday, (50 weeks of the year) and closed on QLD public holidays. (Notice will be given by email and signage at the Centre when these days are coming up.)

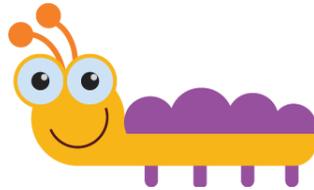
Ladybugs 7 Places



15 months - 2 years

Our Ladybugs room provides toddlers with high quality care in a home-like environment. We ensure the room provides a rich, comfortable and secure environment where you child will feel relaxed and happy to play and interact with staff and other children.

Caterpillar Room 15 places



2 years - 3 years (junior)

3-3½ years (senior)

As the toddlers develop, they move into our Caterpillar room which caters specifically for 2-3 year age group. As children develop and move through the various age groups, the programs become more challenging and varied to cater for the emerging needs and interests of the group.



Complaint/Grievance Procedure

Our formal grievance procedure is as follows:

We encourage you to discuss your concern with the **Educator** responsible for the care of your child. If the matter has not been resolved please contact our:

Nominated Supervisor & Program Director - Monique Orendain

If you still feel the matter is not resolved please contact:

The Approved Provider
The Salvation Army (QLD) Property Trust
Divisional Secretary & Second In Command
(07) 3222 6625

Department of Education
Early Childhood Education and Care
Mt Gravatt Regional Office
(07) 3028 8063.



Guiding Children's Behaviour

Each child's behaviour will be guided in a positive domain as to ensure that a co-operative and safe environment is established for all. We strive to develop in children self-control and an understanding of the feelings of others. Children will be given positive guidance towards acceptable behaviours so they learn what to do instead of what not to do. Open communication with parents will be established if there are any behavioural concerns and positive steps will be taken as to ensure that these problem behaviours are minimised.

Partnering with Families

We welcome parents and relatives to participate in our program and we value an open relationship between the centre and parents. We encourage you to share your talents with us by participating in whatever way you feel most comfortable - prepare for activities, read a story, share aspects of your culture or assist on an excursion.

The welfare of your child is paramount. You know your child best and The Salvation Army Child Care Centre looks forward to supporting healthy open partnerships between the centre and home where your contribution is welcomed and heard. Families are also supported to help create a sense of belonging and unity by actively participating in the life of the centre. Staff will provide parents with daily verbal or written feedback regarding daily events and routines through a daily reflection book. Room communication books can also be found in each room and we encourage all families to utilise these as an additional form of communication.

Butterflies Room

25 places

3½ years – 5 years

As the children move into the Butterflies Room their curiosity and natural disposition for learning flourishes. Using a play based program the children are encouraged to explore their natural desire for engaging in experiences based on their interests, strengths and developing skills. The program provides a caring and supportive environment which scaffolds each child's individual development, ensuring that a positive identity and understanding of self is developed.



In the Butterflies room we provide a wide range of opportunities for children to develop across all areas of learning! We follow the QLD Government Approved Kindergarten Program. This program is child centered and allows opportunities for free play and choice, enabling the nurturing of young minds and enhancing development.



Program/Curriculum

We follow two curriculums at our Centre. Children aged 15months to 4 years follow the **Early Years Learning Framework**.

Children in our Kindergarten Room follow the **QLD Government Approved Kindergarten Program**.

Portfolios

Every child will have a personal, confidential portfolio comprising of;

- Child profile sheet
- Goals from families and Educators
- Observations
- Objectives for further development
- Work samples
- Other relevant data

This portfolio is to be maintained and used as a direct tool for evaluation and future planning within the Centre's program. This makes the program reflect the value of individuality and is not be used as a means of comparison between peers or stereo types. The portfolios are a tool which work best when established collaboratively by educators, families and the children, therefore we encourage families to actively partake in this documenting process. The majority of your child's observations and daily reflections will be provided by way of Kindyhub. Kindyhub is secure web-based software app which enables educators to connect with each parent/family to give daily information and pictures regarding the child's experiences and outcomes during the day.

Religious Education

During the course of the week Captains Tim and Krista Andrews (Church Leaders) will visit the Butterflies room to share a bible story and song with the children. Additionally, each room share grace together (giving thanks before each meal. Should you have any concerns regarding your child's participation, please discuss this with your child's Educator, Nominated Supervisor & Program Director or Educational Leader).

Confidentiality

We are committed to protecting your privacy. We support and are bound by privacy laws and strict confidentiality is maintained at all times. In order to plan programs with you, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time, or request a copy of information in the file.

Termination of Care

By Parent—If you are withdrawing your child from the Centre you are asked to provide **two weeks written notice** or pay the two weeks fees in lieu of this notice. All fees must be paid in full up to the date of the cancellation.

By Centre—Exclusion of children from the Centre will only occur after all other avenues of communication and support have been exhausted when:

- Professional advice confirms a child is in psychological danger as a result of an unusual prolonged inability to settle into care away from the parent.
- Child exhibits needs related to a serious illness, which are not possible to meet at the Centre.
- A child puts the majority of children at risk through inappropriate behavior.
- Abusive behavior and/or verbal threats by parents towards Centre staff.
- The parent continually fails to observe Centre hours of operation or fails to adhere to Centre's payment policies.



NHMRC Recommended Immunisation Schedule (0-5yrs)

Age	Disease
Birth	Hepatitis B
2 months	Diphtheria, tetanus & pertussis; Polio; Hib; Hepatitis B, Pneumococcal
4 months	Diphtheria, tetanus & pertussis; Polio; Hib; Hepatitis B, Pneumococcal
6 months	Diphtheria, tetanus & pertussis; Polio; Hepatitis B, Pneumococcal
12 months	Measles, mumps & rubella; Hib; Meningococcal c
18 months	Chickenpox (Varicella)
Prior to school entry 4-5 years	Diphtheria, tetanus & pertussis; Poliomyelitis, MMR

Please note: If your child is not immunised according to our records, then they will be excluded until the threat has passed.

Medication

Educators can only administer medication prescribed by a doctor or from the Chemist if it has a pharmacy instruction label with your child's name on it. Medication can only be administered to a child by Educators from its original packaging. **(Complete with pharmacy instruction sticker).**

On arrival at the Centre families must give medication to Educators for safe storage and complete a medication authorisation form. Under no circumstances should medication be left in children's bags or placed in a child's bottle.

Allergies and Asthma

Please outline any allergies or asthma information on the Enrolment Form and also bring it to the notice of our Director on enrolment or as it is diagnosed by your Doctor.

The Centre requires an Action Plan filled in by your Doctor to assist in managing your child's needs. The Action Plan is to be updated every 6 months. A Medical Conditions Risk Minimisation Plan needs to be developed between the family and staff.

Photo Permission

Your child will receive a portfolio of their achievements, observations and many photographs that are taken throughout the year. However, many photos are taken as group observations and have other children who attend our Centre pictured in the photo. For privacy reasons, your authorisation is needed to allow your child's photo to appear in group observations which will be in other children's portfolios and Centre displays. All parents are asked to sign a permission form for internal photo use (on our Enrolment Form).

Goals for your child at our Centre

The aim of each Educator in our Centre is not to fill the child with facts and provide basic, one dimensional activities but rather to act as a vehicle providing access to materials and information that scaffolds on their ideas and create experiences that cultivate their own natural desire to learn, to give them lifelong tools to question, seek and succeed.

Along with you, we will create a list of goals for your child that we will *program to* and *observe on*. The outcomes will be *reflected on*, *extended and recorded*, all in consultation with you. The broader goals we have for each child are based on the outcomes in the Early Years Learning Framework and include:

- Mutual respect and empathy
- Concern and responsibility for self and others
- A sense of self worth
- Social awareness
- Importance of sustainability
- Self-discipline
- Habits of initiative and persistence
- Creative intelligence and imagination
- Self-confidence as an independent learner
- A love of learning

We strongly encourage communication between the Centre and home to ensure continuity in what we are delivering to your child and acknowledge that the role of the Educator is to work in partnership with families; *children's first and most influential educators.*



Enrolment Information

It is essential that we have up-to-date information in case of an emergency. It is important that you notify the office staff and your child's Educator of any changes to enrolment information including:

- Address
- Health
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc.

Ask the office staff at any time if you would like to check any details on the enrolment form. It is essential that we have copies of your child's birth certificate and immunisation status. **We are also required to have certified copies of any court orders relating to the child.**

Fees

Our fees range from \$99.00 before Child Care Subsidy (CCS) has been applied. Please call us with your CCS percentage and number of eligible hours and we can provide you with a quote. For more information visit education.gov.au/childcare. On enrolment we will need your CRN for yourself and your child so we can register attendance and ensure that you are receiving the maximum entitlement.

Fee Payment

Fees can be paid by credit card/ eftpos or direct deposit. We can also assist you in setting up **Centrepay** which is a free bill paying service regularly deducting from your Centrelink payment.



Infectious Diseases

The following information has been supplied by the National Health and Medical Research Council re: exclusion from the Centre of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can let families know if something is going around and avoid an epidemic. (Confidentiality maintained of course).

Condition	Exclusion
Hand, foot and mouth	Until all blisters have dried.
Hib	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes – cold sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and flu-like illnesses	Exclude until well.
Measles	Exclude for at least 4 days after onset of rash.
Meningitis (bacterial)	Exclude until well.
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is longer).
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhea ceases.
Streptococcal infection (including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health professional is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (intestinal)	Exclude if diarrhea present.



When should my child NOT come to child care?

Our Centre is not equipped to care for sick children; however we will do everything we can to comfort a child who has become sick whilst in our care. To try and prevent the spread of disease, please monitor your child's health and watch for:

- A runny, green nose
- High temperature (normal temperature for a child is up to 37°C)
- Diarrhea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic

Please do not bring your child to the Centre if they display any of the above symptoms. If a child becomes ill whilst at the Centre the child's parents or person responsible for the child will be contacted to organise collection of the child.

When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, date of onset, general behavior of the child leading up to the illness and any action taken.

Your child should not attend the Centre if they have had Panadol or Neurofen within 24hours. It is extremely important that staff members are aware if a child has had either medication so we do not re-administer and potentially overdose. The other consideration is that medication of any type should not be added to a child's bottle. Children who are on antibiotics are to be kept away from the Centre for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease.

A Doctors certificate may be required prior to returning to the Centre. If your child has been away due to illness, please check with the Centre as to whether or not you will need a certificate before your child returns.

Child Care Subsidy

From July 2018 the new child care package, called Child Care Subsidy (CCS), replaced the existing Child Care Benefit and Child Care Rebate. The subsidy is now be paid directly to Child Care Service Providers under a Complying Written Agreement (CWA) which will hold Service Providers and parents more accountable.

Major changes include:

- There is will be no cap for families earning less than \$186,958
- There is a cap increase from \$7,613/pa to \$10,190/pa for families earning between \$186,958 and \$351,248
- Means test now combines income, hours worked (activity) and schooling type
- Subsidy now applies to fortnightly cycles

CCS places the compliance required to receive the subsidy upon the individual families. MyGov is the central portal for communication regarding the means test.



What you need to do:



Sign into your Centrelink online account through **myGov**



Select **Complete your Child Care Subsidy** assessment task.



Work through the steps to **provide new information** and **confirm** your current details.



Absences

The Centre will operate for 50 weeks of the year. The Centre will not operate on public holidays and 30 days' notice will be given for Centre closure over Christmas. **Fees are paid for all days booked at the Centre which includes days your child may be ill and public holidays.**

Sickness

If your child is sick, please notify the Centre (phone, email or via Kindyhub by 8.00am that day. This will allow occasional care places to be allocated. If your child does not attend due to sickness, normal fees are payable. Please note—"make up" days are NOT available for days your child is away sick etc.

Holidays

Two weeks notice is required by filling out the Holiday Form (located in the office). Each family is entitled to 4 booking weeks per year at the holiday rate (half fees). Please note: a booking week is the number of days you attend per week.

Any child absent for two (2) weeks without notice in writing, of the reason, shall be regarded as having withdrawn and the place cancelled.

The Child Care Subsidy carries restrictions on how many absences there can be before the entitlement to CCS for absences ceases. **Each child is allowed 42 days of allowable absences per financial year. Child Care Subsidy is not paid for any further absences.** Public Holidays are included in the 42 days.

Approved absences that do not count towards the 42 day limit include:

- Illness covered by a medical certificate
- Rotating shift/RDO's verified by a written statement by your employer

Toys

The Centre has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on Educators to track numerous toys throughout the day.

Birthdays

Birthday celebrations: It is very exciting for a child to be having a birthday. The most appropriate way to celebrate it at the Centre is to bring a cake. A simple butter cake is enough or small patty cakes. Just remember the cake has to be shared among all the children.

Sun Smart

Children and Educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modeling behavior, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations. We ask that children come to the Centre with sunscreen already applied so they are able to participate in outdoor play immediately and not have to wait the 20 minutes after application.



Clothing

It is helpful to your child if they are dressed in non-restrictive, serviceable, easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop & jump as well as being easy for the child to take off and put on by him/her. Unsuitable shoes are thongs and gumboots and we prefer that these are NOT worn to the Centre. Lace up joggers or sandals are appropriate. Also, please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts and stiff buttons can prove a problem for children who need to go to the toilet. We require all t-shirts to have sleeves, no mid-drift tops and hats that are broad brimmed are essential for effective sun safety.

Spare clothes

Every now and then accidents occur and it may be necessary for your child to get changed into a fresh set. Please include a complete change of clothes every day which can stay in your child's bag...just in case!

Sunhat

A sun protective hat must be worn every day when playing outside for protection against the sun. Please make sure to include it in your child's bag every day regardless of the weather conditions. We employ a 'No Hat, No Play' policy with the service. If your child attends without a hat they will be required to participate in activities within a sun safe environment and may be excluded from outside play.

If a hat is not provided on a regular basis, an additional Child Care Centre hat will be provided and the cost debited to your account.

Centre Closing Time and Late Fees

Please be aware the Program closes at 6:00pm. A late fee is incurred for children collected after 6.00pm. The fee is \$15 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected. **We request that you arrive at 5.50pm at the latest.**

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Centre closing, then we will contact Department of Education and Communities and the Police to take responsibility of your child.

How to prepare your child..

Orientation is an important start for your child and family to connect to our Centre. We request that each child attends the Centre in the company of a family member **two (2) times before their enrolment** starts. This gives you and your child the opportunity to gain an understanding of our program, the lay out of the room, where to find things, provide Educators with additional information about your child and how we can best support their transition and settling in period. It also give us opportunity to talk through routine, behaviours and expectations.

If your child is reluctant to attend, please discuss this with their assigned Educator so that they can develop strategies with you to support the transition from home to the Centre. You are welcome to take photos of your child in our environment to show and discuss at home.

'Preschool Day Hooray' By Linda Leopold Strauss, 'Maisy goes to Preschool' by Lucy Cousins, 'What to expect at Preschool' by Heidi Murkoff and 'I love you all day long' by Francesca Rusackas are some great books to read to your child leading up to their first day.



Communication between home and the Centre must be open and happen often to best support your child during this time. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from Educators for both the children and their families. Sometimes this experience is upsetting more so for the family, not the child. We understand this and offer support through phone calls during the day, photos and open communication.

Saying goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine so try to establish the preschool day routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Please tell your child when you are leaving as they may become upset if they haven't had the opportunity to say goodbye. This gains trust from the child, not only in you but in the Educator who is reassuring your child about their day and when you will return. Rest assured that we will ring you if your child is distressed.



What to bring to the Centre...

Bag or Backpack

For independence, we work towards all children being able to recognise and open their own bag. Let them be involved in selecting the bag and taking ownership of it. Please ensure it is large enough to hold all their belongings.



Morning Tea, Lunch & Afternoon Tea

We have engaged Kids Gourmet Foods and now provide all food as part of the daily fee. Kids Gourmet Foods provide the food each day and menus operate on a 6-week rotation. They have been designed around the use of whole grains, vegetables, fruit, fish, poultry, red meat legumes and full cream dairy products. Sugar, salt and saturated fat are kept to an absolute minimum. Kids Gourmet also caters for children with special dietary needs.

**For further information,
go to www.kidsgourmetfood.com.au**



Children are asked to bring a named water bottle. Water containers will be filled constantly by staff as required. Include one drink bottle - with their name on it.

