

# Unley Community Childcare Centre



## Parent Handbook

# **Unley Community Childcare Centre**

## **Philosophy Statement**

### ***“Every moment matters”***

#### ***In relation to families***

We believe families are an integral part of our service. We believe children and their families are unique and diverse therefore we respect family values and promote an awareness of diversity. We are committed to providing high quality education and care for all families and believe in the importance of partnerships whilst caring for children. Educators strive to keep the lines of communication open and honest. We encourage the participation of families via the management committee, centre events and activities, verbal and written communication and to have input into the daily life and future directions of our centre.

#### ***In relation to children***

Children are at the centre of everything we do. We focus on nurturing positive relationships between children and educators as they are the key for the development of dispositions essential for learning. We believe that children need to develop a sense of trust with educators in order to have the confidence to explore and take on necessary risks to enhance their learning. Children will develop a sense of trust and understanding which supports and encourages their learning and sense of being, belonging and becoming.

#### ***In relation to educators***

Our Educators have a genuine love and passion of children and their development. Educators support each other and work as a team to achieve the best outcomes for the children, families, community and each other. Our Educators work collaboratively with families to develop positive partnerships and allow children to form secure attachments by assisting them to achieve a sense of being, belonging and becoming. Our educators are guided by the centres policies and procedures and work towards continuous improvement through professional development and in house training. They are the voice in the centre's future and contribute to decision making through regular staff meetings and a staff representative at committee meetings. Where possible the centre strives to achieve a positive work life balance for the educators to minimise stress and create a sense of harmony and well-being within the team.

### ***In relation to the curriculum***

We value all forms of learning and development and believe that through play children learn about themselves and others and develop the ability to express ideas, explore, imagine, create and become curious. Educators engage in shared learning experiences with children and allow the opportunity for spontaneous and emergent curriculums whilst still focusing on the development of key areas of learning such as social, emotional, language, cognitive and physical. Our programs are created using the Early Years Learning Framework and National Quality Standards as a guide. Our Educators aim to provide children with life skills and encourage resilience and independence through routines and daily experiences. Children are exposed to a variety of experiences which allows them to be engaged and participate to become unique individuals.

### ***In relation to Community***

We value the contribution that the community has to our centre and aim to give back to our community through the services that we offer and through implementing sustainable practices that better our children's future. We encourage the children's sense of belonging by incorporating the values of the wider community within the centres curriculum. We aim to utilise companies from the community for both incursions and excursions. We strive to use natural and recycled materials in our experiences and play spaces and incorporate sustainable practices into our daily routines.

### **References**

*Early Years Learning Framework: Being Belonging and Becoming*, 2009, Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments

*Guide to the Education and Care Service National Law and the Education and Care Services National Regulations 2011, 2017*, Australian Children's Education and Care Quality Authority

*Unley Community Childcare Centre Policies*, updated version 2017

Reviewed March 2019

*Updated July 2020, Feb 2021*

## Policies and Procedures

### **Fees**

Fees are \$118.50 per day. (Less Childcare subsidy which is income assessed). This includes morning tea, a cooked lunch (menu on wall next to kitchen), afternoon tea and a late snack.

Children will be required to wear a broad brimmed, slouch or legionnaire style hat for use during outside activities from August to May inclusive and on other days of the year when the UV level is forecast to be 3 or above. To comply with SunSmart recommendations and follow the centres Sun Smart policy the centre provides each child with a bucket hat for each day of care. Families are charged a yearly fee of \$10 to cover the cost of laundering and hats must be always kept on site.

In line with our centre's sustainability policy we are a plastic bag free centre. Families are charged an \$8 fee at enrolment for a wet bag which can be used throughout their Childs time at care for wet or soiled clothing.

### **Bond**

All families will be required to pay a \$250 bond per child. This payment is required prior to the first day of care and the bond will be offset against your account when you withdraw from the centre, providing all outstanding accounts are paid.

### **Special diets**

Dietary requirements can be catered for once a modified diet care plan is completed and signed by **a health professional**. Any child with a known allergy CAN NOT attend without the required forms completed.

### **What to bring**

**Labelled Nappies** -Please provide 5 labelled nappies per day and take home those not used at the end of each day.

**Labelled Water Bottle** – Please provide a water bottle daily with your child's name clearly labelled. Educators will ensure that your child's bottle is refilled as needed throughout the day.

**Labelled Milk Bottles** –please place all milk bottles in the fridge on arrival. All bottles, screw tops and lids must be clearly named. We ask that formula bottles are not pre-made as per our bottle warming policy, but that the boiled water is supplied in the bottle and formula provided in a formula container for easy

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measurement for mixing. **We are unable to give a bottle that does not have the child's name clearly marked.** Bottles will be rinsed then placed back in your child's bag after use. *Reviewed: Feb 2017, Jan 2020*

**Labelled Wet Bag** – please attach a labelled waterproof bag to your Childs bag for wet or soiled clothing. These are purchased through the centre at time of enrolment for \$8.

### **Absence Policy**

#### **Permanent bookings:**

- Full fees are charged for all absences. Childcare subsidy is payable for 42 absences per year.

#### **Casual bookings:**

These are only available to children enrolled in the service who want to add an occasional extra day. These days will only be available if we have space on the required day.

If a casual day is given, we require 24 hours notification of cancellation otherwise the day will be charged at standard fee rates.

*Reviewed: March 2002, September 2002 September 2003, January 2005, June 2006, May 2007, August 2008, September 2009, January 2010, April 2011, May 2012, May 2014, October 2015, January 2016, February 2017, July 2017, August 2018, Jan 2020, feb 2021*

### **Public Holiday Policy**

Unley Community Childcare centre is closed on public holiday's, however **FEES ARE STILL PAYABLE**. (Childcare subsidy will still be paid as part of the allowable absences). The Centre employs Educators on a permanent part-time or full-time basis and therefore wages are payable on public holidays. This ensures the continuing stability and consistency of Educators.

*Reviewed: January 2005, June 2006, May 2007, April 2008, March 2009, January 2010, April 2011, May 2012. May 2014, October 2015, January 2016, February 2017, August 2018, Jan 2020, Feb 2021*

### **Late Fee Policy**

#### **6.00 PM Close**

Children must be collected prior to closing time or a late fee will apply. Families collecting their children after 6.00 pm will be charged a late fee of \$2.00 per minute with a minimum charge of \$10. This applies to all late collections. The late fee will be added to your account and does not attract any childcare subsidy. In the event of a child not being collected by 6pm Educators will make every reasonable effort to contact parents/guardians and if necessary, the

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emergency contact numbers recorded on the child's enrolment form. If no one is contactable within 30 minutes educators will contact first the Director and then the Crisis Care Unit.

*Reviewed: August 2001, March 2006, May 2007, August 2008, March 2009, February 2010, April 2011, May 2012, March 2014, October 2015, January 2016, February 2017, July 2017, August 2018, Jan 2020, Feb 2021*

### **Payment of Fees Policy**

When a position is allocated a letter of offer will be sent to families and a bond of \$250 per child is payable in order for the place to be secured. This bond is refundable at the completion of care for which two weeks' notice is required in writing. (Change of booking and cancellation forms are available from the office). All accounts are payable weekly, into the centres bank account, unless negotiated with the Director. On enrolment, families will be given the Centre BSB and account number.

### **Right to Refuse Care**

The Centre has the right to refuse childcare and may do so when an outstanding account remains outside of the limits described in centre policy. Any such decision will be made by the Director and will be endorsed by either the Chairperson or the Treasurer on behalf of the Management Committee prior to care being refused. At least 24 hours notice will be given to a family if care is to be refused.

*Reviewed May 2006, May 2007, August 2008, March 2009, February 2010, April 2011, May 2012, May 2014, October 2015, January 2016, February 2017, August 2018, Jan 2020, Feb 2021*

### **Grievances**

If you have any grievances, please go directly to your child's Educator who will be happy to discuss any issues concerning your child. If this does not offer a solution for you, please talk with the Director and or the Management Committee.

### **Care and Education**

Educators use 'The Early Years Learning Framework' Australia's national framework for education in the early years. This supports a play-based context for learning in which children organise and make sense of their social and physical worlds. It is characterised by 'belonging, being and becoming'. Children first belong to their family and neighbourhood and then to their childcare environment. Therefore, the relationships they develop with their carers are of paramount importance. 'Being' is about the importance of the present moment in a child's life –engaging in the wonder of the moment – watching and wondering together – a butterfly, a bird, the clouds etc. 'Becoming' refers to the fact that children's knowledge, understanding, skills and relationships change during childhood as children learn and grow. It emphasises the learning that occurs in order for them to fully and actively participate in society. If you would like to know more about the Early Year's Learning Framework and how the centre incorporates it into our daily routines please speak to the Educators in your Childs room.

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### **StoryPark**

StoryPark is a private online space where educators can share your child/ren in precious moments, snapshots, video's and memories in real time. Each child will be provided with an online portfolio documenting your child's learning that can be accessed by you at any time and forever. Storypark also allows for two-way communication between home and childcare so that updates, routines, special occasions and learning achievements can be shared. This service is at no additional cost to families and a permission slip for this service can be found within the enrolment pack.

### **Sustainability**

The centre has a strong focus on sustainable practices, and it is embedded within our daily routines and curriculum. Throughout our programs children learn about the concept of seed to plate through the process of planting seeds in the garden, maintaining the garden and then cooking and sharing the produce. We are also a plastic bag free centre and therefore ask that families purchase a waterproof zipped bag for soiled and wet clothes at time of enrolment for \$8. We also talk to children about sustainable practices such as switching of lights when exiting a room, using recycled paper for drawing, using one piece of paper towel when drying their hands and using left over water from cups to water the garden.

### **Facebook**

Please find us on face book at Unley Community Childcare Centre to keep up to date with upcoming events, parenting tips and tricks, resources, and relevant information from SA Health and the Australian Government. Unley CCC will not be displaying photos of the children on this page however families are welcome to post photos of their own children remembering that this is a public page.

### **Collection of Children**

At the beginning and end of each session children must be signed in/out by the collecting person. Children can be collected only by parents or those with collection authority as per stated on the enrolment form. We cannot refuse to allow a child into the care of a custodial parent unless there is a court order to support such action. If any other person is going to collect the child the centre will need written permission or a phone call with the persons details, identification of the person collecting will be needed (e.g. driver's license). The door security code will only be given to parents. We ask that this remains confidential. In any other case please use the doorbell.

### **Illness and Exclusion Policy**

Childcare is not an enjoyable experience for a child who is unwell. So therefore, we ask that children who are displaying symptoms of illness are kept at home. If a child needs paracetamol before coming to childcare they may not be well enough to attend. If a child develops a fever of 38 degrees or above

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while in care a parent or emergency contact will be advised to collect the child within 30 minutes. In the meantime, every effort will be made by the Educators to ensure the child is comfortable. If the child's temperature continues to rise to a dangerous level an ambulance may be called. *Please note: The centre's ambulance cover only covers accidents not illness. Parents may wish to consider taking out their own ambulance cover.*

If a child's temperature is over 38 degrees infection needs to be ruled out, so we require either a doctor's certificate to support this or 24 hours of exclusion from the centre.

All children with vomiting and diarrhoea will be excluded for a 48-hour period from their last symptom and require a doctor's clearance to return to care.

Children who are sent home from care will receive an illness letter for the family to take to the doctors with them. This will outline what symptoms become present and action the centre has taken. In some cases, families may be asked to obtain a doctor's clearance before returning to childcare this is at the discretion of the Director.

### **Immunisation Policy**

We as a centre support medical opinion that all children especially those attending childcare should be up to date with routine childhood immunisation to protect them and all other children in the centre, especially those too young to be immunised. For this reason, all children at Unley Community Childcare Centre must be fully vaccinated. From August 7<sup>th</sup>, 2020 the South Australian Government introduced "No Jab, No Play" this means that all children who attend an Early Years' Service must be fully immunised or have an acceptable exemption to attend childcare. Prior to starting care families must provide a copy of the child's immunisation history statement and then update this in line with their children's current vaccinations. Without a current copy of the immunisation history statement a centre must refuse care.

*Reviewed: February 2017, August 2018, Jan 2020, July 2020*

### **Medication & Administering Medication**

Prescribed medicines that need to be administered during care need to be delivered in the original bottle, have a pharmacy label and be placed in the medication cupboard or in the refrigerator. **Please do not leave medication in your child's bag.** Information about administering the medication must be given to staff verbally and written permission is required. The medication sheet must be filled in by parents each day the prescribed medicine needs to be administered. The medication must clearly state the doctors name, date, medication name, the child's name, required dosage and when the dosage is required. Medication should only be sent to childcare if absolutely necessary. Over the counter medications such as teething gels and nappy rash creams will also require a pharmacy label and an accompanying doctor note.

Educators at Unley CCC **will not** administer Panadol or Nurofen unless accompanied with a doctor's note as by administering these it may mask other symptoms. Educators cannot administer eye and ear drops as they are not trained to do so, if your child requires these they will need to be administered at home. If your child requires antibiotics, they must have been taking them for a full 24 hours before attending childcare.

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### **Asthma**

For children who have been diagnosed with asthma, the Centre will request a copy of the child's asthma action plan from their doctor outlining everyday management and emergency procedures, this is to be updated yearly. Parents of children with asthma who are likely to need medication throughout the day will need to provide their own prescribed and labelled medication and spacer and complete the medication sheet.

### **Accidents**

In the case of an accident an Educator holding a current first aid certificate will attend to the child giving appropriate first aid treatment. When medical attention is not required the child's, condition will be monitored. In the instance of an accident that requires medical attention an Educator with first aid training will attend to the child, whilst another Educator contacts the parents or guardians. If the parents/guardians are unreachable emergency contacts will be contacted. If the situation is serious an ambulance will be called. Accidents will be recorded in the centres accident folder and will need to be signed by the parent or guardian as well as the centre director before being filed. For any injury that occurs above the neck the families will receive a curtesy call as per the centres incident, injury, trauma and illness policy. This is confidential information.

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### **Nutrition Policy**

We recognise that the food habits which are developed in the early childhood years may continue throughout life. Therefore, the centre is committed to the provision of a well-balanced and nutritious diet for all children. Our healthy and nutritious menu is consistent with the dietary guidelines for children and our menu meets at least 50% of the recommended daily nutritional requirements for children. If you have any meals that you would like to see on the menu please speak with our centre cook.

### **Sun Protection**

Australia has the highest incidents of skin cancer in the world with 2 out of every 3 Australians developing some form of skin cancer during their lifetime. The Centre encourages and maintains safe sun protection strategies. Children and Educators will be required to wear a broad brimmed, slouch or legionnaire style hat for use during outside activities from August to May inclusive and on other days of the year when the UV level is forecast to be 3 or above. Any parents and other adults working outdoors will also be encouraged to wear a hat and use skin protection measures for their own protection during these times. Baseball caps are not permitted, not recommended by Cancer Council SA. When the UV level is below 3, it is safe for the general population to leave hats and sunscreen off to ensure vitamin D levels are maintained for strong, healthy bones. We encourage families to apply sunscreen before attending care and ask that families indicate on the sign in/out charts under the "sunscreen" heading whether it has been applied.

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### **Clothing**

We encourage parents to dress their children in clothing that is comfortable and safe, allowing for participation in a range of daily activities, and is reflective of the weather conditions. Parents are responsible for bringing their child spare clothing. This is especially important when toilet training. We do require children to wear secure footwear when playing outside. Individual requirements should be discussed with Educators. The centre provides smocks to help protect clothing during art activities, however clothing may be subject to staining from a number of activities. Parents are therefore asked to dress children in clothes that are easily cleaned. **All clothing must be clearly labelled.**

### **Nappies**

We ask families to supply at least 5 labelled nappies per child per day. If families forget to bring nappies we will attempt to phone and ask you to arrange to have nappies dropped off or we will use centre nappies at a charge of \$2 per nappy which will be added to your account.

### **Bottles**

All bottles must be clearly labelled with the name of the child, families can supply bottles with cooled boiled water and a formula container with the correct amount of formula for each bottle. We ask that formula bottles are not pre-made as research shows after an hour that bacteria begins to form in the formula which can be harmful to babies. ([http://www.wch.sa.gov.au/services/az/other/nutrition/documents/Infant\\_Formula\\_Edition\\_3.pdf](http://www.wch.sa.gov.au/services/az/other/nutrition/documents/Infant_Formula_Edition_3.pdf)) All cows milk bottles and breast milk bottles must be made up when supplied.

*Reviewed: June 2017, Jan 2020. Feb 2021*

### **Additional Needs**

Unley CCC is committed to providing equal opportunities for all children regardless of race, religion, or ability. If you believe or are aware at time of enrolment that your child may need additional support or has a medical diagnosis, we ask that you disclose this as soon as possible. Families may be asked to complete a request for service and permission to share form so that funding for additional support can be provided through Gowrie SA and IDFM.

**A full version of Policies is available for you at the centre or on our website [www.unleycommunitychildcare.com](http://www.unleycommunitychildcare.com) to view at anytime.**

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