

Unley Community Childcare Centre



Parent Handbook

Unley Community Childcare Centre Philosophy Statement

At Unley CCC we believe in supporting children, families and educators to belong to a community, be in the moment and become who they want to be.

Child Centred: Children are at the centre of everything we do. We focus on nurturing positive, secure relationships between children and educators as this is key to strengthening children's sense of identity, promoting dispositions for learning and advancing children's development and interests. We believe that children need to develop a sense of trust with their educators and a sense of belonging in their environments to have the confidence to explore, take risks, try new experiences, broaden their world view and extend their learning.

Our service promotes children's health and wellbeing by providing a nutritious and varied menu that reflects the diverse cultures at our service, offering children opportunities for physically active play and rest and relaxation, and using recommended hygiene practices. At our service protecting the rights and best interests of the children is our number one priority, our service aims to both safeguard and promote children's physical and mental health, safety and wellbeing by providing a child safe environment and by privileging the child's voice.

Collaboration with Community: Families are an integral part of our service with educators working in collaboration with them to ensure their children are cared for and educated in a way that reflects their families culture, expectations, values and beliefs. Families are encouraged to have input into the day-to-day life of their children to ensure they experience smooth transitions between the home and centre environment.

The staff team works in collaboration with each other to provide a welcoming physical and human environment that is consistent across the service. Our centre believes that everyone deserves to feel a sense of belonging and are given every opportunity to succeed regardless of circumstances. Our team culture is one that values the individuality and diversity of its community, where everyone is respected without discrimination or bias.

Community is key to our service, with all children, families and educators encouraged to give feedback on matters that affect them and participate via committees, centre events, and activities. We value open communication, and our community members are encouraged to have input into service operations and the future direction of our centre. We value the contributions that our community makes to our centre and aim to give back through the services that we offer.

Curriculum: Curriculum decisions are guided by the *Early Years Learning Framework: Belonging, Being, Becoming* with our service placing a strong emphasis on play-based learning, and using a holistic strength-based approach, our Centre uses an emergent curriculum while also providing opportunities for children to participate in spontaneous play, long term projects, and events.

Our service believes that every child is unique and capable and learns best when they have equitable opportunities to pursue and extend their own interests, to develop their sense of autonomy and independence, build relationships with their peers and engage in shared learning experiences, and have access to nurturing intentional educators who work with children to construct meaning and develop their own understandings, grow their sense of imagination and creativity, and investigate and problem solve.

Commitment to Continuous Improvement: We believe that ongoing reflection drives quality improvement, and that every family, child and member of our team brings diverse perspectives to our centre which we can use to grow together. Our service works towards exceeding the *National Quality Standards* by ensuring our team is guided by professional development, and centre policies and procedures that reflect recommended industry practices. The centre's Reconciliation Action Plan and Sustainability Plan work hand in hand to ensure our service cares for Country. New initiatives are being continually developed for children, families and staff to contribute to and participate in as our centre works towards embedding the three E's of sustainability and Aboriginal and Torres Strait Islander perspectives, cultures, languages, and pedagogies into our everyday practice.

Service Information

Our Service caters for children aged 6 weeks to school age. We are open from 7.30am to 6.00pm Monday to Friday, 50 weeks of the year, we are closed on public holidays and have a 2 week closure period at the end of the year over the Christmas period - notice will be given to families regarding the centre closure at the end of the year.

Our Classrooms

The Nursery Room caters to ages 6 weeks – 24 months and utilises a 1:4 ratio

The Toddler Room caters to ages 24 months – 3.5 years and utilises a ratio of 1:5

The Kindy Room caters to ages 3.5 years – school age and utilises a 1:11 ratio

<u>Contact Information</u> Phone: 08) 8272 8836 Email: director@unleycommunitychildcare.com.au Website: https://unleycommunitychildcare.com.au <u>Payment Details</u> Account: Unley Community Childcare Centre BSB: 085 005 Account number: 913 813 559	<u>Management Structure</u> Approved Provider: Management Committee (consisting of families at the service) Director: Djarra Admin Officer: Lauren Educational Leader: Djarra WHS Officer: Carmela Reconciliation Chairperson: Djarra Sustainability Officer: Kate
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Commitment to Quality Improvement

Our Service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the National Early Years Learning Framework (EYLF). We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement. Additional information about the NQF can be found at [What is the NQF? | ACECQA](#)

Regulatory Authority

Our Service is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA).

To contact our Regulatory Authority, please refer to the contact details below:

Education Standards Board

Website: www.esb.sa.gov.au

Email: ESB.EarlyChildhoodServices@sa.gov.au

Phone: 1800 882 413 (toll free) or (08) 8226 0077

Address: GPO Box 181, ADELAIDE SA 5001

Meet the Team at Unley Community Childcare Centre

Our Service is made up of a team of experienced, qualified, professional educators who are committed to and passionate about early childhood education and care.



Djarra

*Director, Reconciliation
Chairperson*



Lauren

Admin Officer



Tom

Floater Educator



Sonia

Centre Cook



Carmela

*Kindy Room Team Leader,
ECT, WHS Officer*



Lisa

*Kindy Room Educator and
Floater*



Juliana

Toddler Room Team Leader



Jenny

Toddler Room Educator



Xiaona

Toddler Room Educator



Sanela

*Toddler Room Educator and
floater*



Anna R

Nursery Room Team Leader



Kate

*Nursery Room Educator,
Sustainability Officer*



Anna V

Nursery Room Educator



Zali

*Nursery Room Educator and
Floater*

Joining our Centre

If you are interested in joining the centre's waitlist you will need to complete a wait list application which attracts a \$20 administrative fee that can be paid into the centre's account. Once a place becomes available you will receive a letter of offer with days available for your child to commence care. Prior to your child commencing at our Service, you'll be required to complete an enrolment form, provide documentation and pay the bond and other fees. Transitions visits will be organised in collaboration with families to ensure your child has the opportunity to get to know their educators and become familiar with the centre environment prior starting care.

Upon enrolment we require:

- the enrolling parents/caregivers CRN number
- your child's CRN number
- an immunisation history statement from the Australian Immunisation Register This must show that your child is up to date with vaccinations for their age OR your child is on a recognised vaccine catch up schedule OR has a medical condition preventing them from being fully vaccinated.
- copies of any medical management plans

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details authorised nominees
- emergency contact information details etc.

Family law and access

Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child.

Inclusion of all children

Unley CCC is committed to providing equal opportunities for all children regardless of race, religion, or ability and we provide a supportive and inclusive environment that allows each child to fully participate in quality education and care with equitable access to experiences. We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child, 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. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Fees/bond/absences

Regular day fees are \$152 per day. (Less Childcare subsidy which is income assessed). This includes sunscreen, nappy cream, morning tea, a cooked lunch (menu on the wall next to the kitchen), afternoon tea and a late snack. Fees are charged in arrears and are payable weekly as per the centres fee policy unless a prior arrangement has been agreed upon by the director. Invoices are emailed to nominated account holders on Thursdays each week. On enrolment, families will be given the Centre BSB and account number currently the service doesn't offer direct debit.

Full fees are charged for all absences including sickness, holidays and public holidays and childcare subsidy is payable for 42 absences per year. The centre is closed for a 2-week period over the Christmas and New Year period, families are not charged during this time.

Families need to contact the Families Assistance Office to apply for Child Care Subsidy the centre cannot do this on families behalf. It is up to the family to notify the Families Assistance Office of any changes that may affect their Child Care Subsidy. Please note that Child Care Subsidy will not be paid if a child is absent on their first or last day of care.

When a position is allocated a letter of offer will be sent to families. All families will be required to pay a \$250 bond within one week of receiving this letter to secure their bookings. This payment is required and will be offset against your account when you withdraw from the centre, providing all outstanding accounts are paid. Bonds will be reimbursed once CCS has finished processing which can take up to 3 months. Bonds are non-refundable for change of mind circumstances.

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 in February 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 asked upon enrolment if they'd like to purchase a wet bag for \$8 which can be used throughout their child's time at care for wet or soiled clothing.

Late Fee Policy

Children must be collected prior to closing time (6pm) or a late fee will apply of \$2.00 per minute with a minimum charge of \$10. 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 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.

Casual bookings

Casual bookings are emailed out weekly and are only available to currently enrolled children. Casual bookings are charged at \$155 per day and are given on a first come first serve basis. We require 24 hours notice of cancellation of a casual bookings otherwise standard casual booking fee applies.

Authorised Nominees

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the service.

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- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service.
- provide consent for the transportation of your child by an ambulance service.
- provide consent to go on an excursion.

Authorisations

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for application of sun cream, permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or EpiPen®), permission for an educator with current first aid to administer paracetamol in an emergency and permission to access medical treatment and transport in case of an emergency. Parents must also provide the name, address and contact details of any person authorised to authorise our service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our service.

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.

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 the centres fee policy, if an employee of the service feels threatened or believes they may be subjected to abuse from a child, parent or guardian or if the centre feels like they can no longer meet the needs of or support a child in their care for example a child with additional needs. Any such decision will be made by the Director and will be endorsed by either the chairperson or executive committee 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.

Grievances

The centres family grievance policy and procedure is located in the policy folder in the hallway. If you have any grievances, we encourage you to speak directly to your child's educator first, if your grievance is unable to be solved then we encourage you to speak with or email the director. If the director is unable to solve your grievance, then we encourage you to speak with the chairperson of the management committee. Formal grievances can be lodged using the centre's grievance form and you can contact the management committee chairperson at chairperson.unleycommunityccc@gmail.com

Educational Program and Curriculum

We are committed to providing a developmental and educational program which caters for each child's individual needs, abilities and interests. Educators use the National '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. 'Becoming' refers to the fact that children's knowledge, understanding, skills and relationships change during childhood as children learn and grow.

Our educators work in partnership with families, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs. We encourage children to be responsible for their own learning through choices in experiences, interests and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further enhance their learning and knowledge.

Online Learning Platform

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 part of their rooms group program and have their own individual learning plan documenting their educational journey, this information can be accessed by families at any time and forever. Storypark also allows for two-way communication between home and childcare so that community updates, special occasions and learning achievements can be shared. This service is at no additional cost to families and families will be sent an email on how to set up their child's account.

Reconciliation Action Plan

The centre has developed a Reconciliation Action Plan (RAP which is available online to view through the Narragunnawali platform. Our action plan is a formal statement of our centre's commitment to work towards reconciliation. Our service is committed to teaching children about Reconciliation, learning about Aboriginal and Torres Strait Islander peoples cultures and perspectives, using Kurna language in our day to day interactions, teaching using Aboriginal pedagogies, caring for Country, and taking action in solidarity with Aboriginal and Torres Strait Islander peoples. Our RAP working group consists of educators, families and community members, if you are interested in joining the working group or acting as a contributor to our RAP please speak to an educator.

Sustainability

As part of our commitment to caring for Country our centre has a strong focus on sustainable practices which is embedded within our daily routines and curriculum. Children at our service learn about the 3 E's of sustainability and the interconnectedness of the world through activities such as maintaining the garden and harvesting the produce for cooking and play. We offer an affordable and nutritious meals program to families where left-over food from lunch can be purchased. We are also a plastic bag free centre and therefore ask that families provide a waterproof zipped bag for soiled and wet clothes these can be purchased from the centre at time of enrolment for \$8. Our centre's sustainability officer is responsible for our sustainability plan, and if you would like to be involved please speak with an educator.

Facebook

You can find us on Facebook 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.

What to expect on your first day

Arrival and Departure

Each day, you must sign your child in upon arrival and sign out upon departure and note the date and times. We are required by legislation to always maintain our attendance record. This record may be used in the event of an emergency at the service so it is essential this step is completed

When saying goodbye we recommend establishing a simple routine (this may include taking your child to a familiar educator, interacting with them at an activity or waving at the window) 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. Rest assured; we'll contact you if your child becomes distressed.

The first day in a new service is a big step for you and your child. Please don't be alarmed if your child experiences some separation anxiety. This is normal and our experienced educators will assist you and your child through this transition period. 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 encourage families to contact the centre at any time, and our friendly team of educators will be sure to check in with new families as they settle into the service.

Our staff have a duty of care to your child please ensure you let an educator know when you have arrived and prior to your departure. Our educators will only allow your child to be released into the care of either a parent, guardian or an authorised nominee as listed on your child's enrolment record. If your child needs to be collected by another person for some reason, you will need to provide this in writing (either in person or digitally), and our staff will ask to view photo identification of the adult collecting your child from care to confirm their identity.

What to bring each day

Labelled Nappies -Please provide 5 labelled nappies per day and take home those not used at the end of each day, centre nappies can be used at a cost of \$2 per nappy

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 upon arrival. Breast milk pouches can be stored in the fridge or freezer. 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 bottles and formula provided in a formula container for easy measurement for mixing. **We are unable to give a bottle that does not have the child's name and a date clearly marked.** Bottles will be rinsed then placed back in your child's bag after use.

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.

Labelled Clothing - please pack several changes of clothing for throughout the day as we like to get messy and do lots of sensory play throughout the day

Policies and Procedures

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 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 they will be sent home. The child is able to return to care once their temperature returns to normal. All children who have vomiting and diarrhoea twice within a day will be excluded for a 24-hour period from their last symptom, when there is an outbreak at the service this will be reduced to 1 case of vomiting and diarrhoea with a 48 hour exclusion period. We ask that children who experience these symptoms at home not attend the service for 24 hours.

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.

COVID-19

Unley CCC will be following all current recommendations from SA Health and the South Australian Government. A full COVID Pandemic policy and procedure can be found at the centre or emailed on request. The Unley CCC management committee may put additional policies and procedures in place to help protect the centre and families will be notified of this in writing via StoryPark.

Immunisation Policy

We as a centre support the 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 7th, 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.

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/guardians 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.

Medical Conditions

For children who have been diagnosed with a medical condition, the centre will request a copy of the relevant medical management plan from their doctor outlining everyday management and emergency procedures, this is to be updated yearly or when changes occur. Parents of children with medical conditions who are likely to need medication throughout the day will need to provide their own prescribed and labelled medication which will be kept at the centre. All medical conditions require a risk assessment which is to be completed by families in collaboration with the centre.

Special diets and allergies

Dietary requirements can be catered for once a modified diet care plan or allergy plan is completed and signed by a health professional. A risk assessment for any known modified diets or allergies will also need to be completed prior to the child starting, this is done in conjunction with the centre. Any child with a known allergy CAN NOT attend without the required forms completed and medications provided.

Injury/trauma/incidents

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.

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 and are 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.

Clothing

We encourage families to dress their children in clothing that is comfortable and safe, allowing for participation in a range of daily activities, and reflective of the weather conditions. Families 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 several activities families 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 and the date, 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) All cows milk bottles and breast milk bottles must be made up when supplied.

A full version of all our centre policies is available in hardcopy to view at the centre, policies can be shared digitally upon request.