

**KIDMAN PARK COMMUNITY
CHILD CARE CENTRE**

2 Francis Street Kidman Park SA 5025

**PARENT INFORMATION
HANDBOOK**

Acting Director: Lauren Temby

Phone: line 1: 8235 0636

Phone: line 2: 8235 0601

Fax: 8353 8037

Email: kpcc@adam.com.au

Provider Number: 555 000 310B

KIDMAN PARK COMMUNITY CHILD CARE CENTRE

PARENT HANDBOOK

Last reviewed October 2007

TABLE OF CONTENTS

Background Information
Contacting the Centre
Hours of Operation
Eligibility of Access
Management Structure
Children's Groups
Orientation
Staff Teams
Mandatory Reporting of Suspected Child Abuse
Programming
Behaviour Guidance
Medical Care in the Centre
Infectious Diseases
Immunisation
Communication
Grievances
Accreditation
Security of Children
Nutrition
Personal Belongings
Clothing
Summary of what to bring to child care
Fees
Child Care Benefit
Confidentiality

CONFIDENTIALITY

The Centre needs to keep records on all children in its care and all staff in its employ. These records are stored in a confidential manner, either by being filed in a locked office or by being accessible electronically only if a password is used.

All staff are aware that all information on children and their parents must be kept confidential. Staff are not at liberty to pass on any information about a particular family to another family. The Management Committee is privy to various records in its management role and must also comply with our policy on confidentiality.

Records are kept for the prescribed time depending on government regulations. Once no longer needed, records are shredded and disposed of.

The members of our Staff Team and the Management Committee welcome you and hope that your involvement within our Child Care Community will be happy and rewarding.

**Lauren Temby
Acting Director**

Non-payment of fees may jeopardise a child's place in the Centre. A reminder sticker will be issued with the current account if the previous account has not been paid.

The matter will be taken up further with the Management Committee if no payment is forthcoming.

Withdrawal of child from Centre: Two weeks' notice is required when withdrawing a child, or 100% fee in lieu.

CHILD CARE BENEFIT

All parents claiming Child Care Benefit (CCB) must complete the Family Assistance Office Child Care Benefit Claim Form, or else register by telephoning the FAO on 13 61 50. You may also register on line (www.familyassist.gov.au). It is important to register for CCB prior to commencing care, as CCB is applied only from the date of lodgement.

Full fees will be charged if you are not registered and accepted by the Department. It is the responsibility of parents to notify the Family Assistance Office if their income changes and to update their information as required.

It is important to note that if you are using Family Day Care or Out Of School Hours Care for another child, you need to tell both them and us that you have a child/children in other care. The multiple child percentage can be used any weeks that both services provide care. Further details available from Admin Officer or Director.

The Centre has an "Open Door" policy, welcoming Parents to the Centre whenever you can afford the time to join us. We welcome parental participation in all activities at the Centre.

PHILOSOPHY EXTRACT

Kidman Park Community Child Care Centre (KPCCC) provides a warm and inviting, safe and stimulating environment, where all parents/guardians are confident that their child/ren are receiving high quality care and educational opportunities.

KPCCC believes that all children indiscriminate of gender, culture, age, ability, religion, socio-economic status, language etc. have the right to grow up safe, healthy and strong and have access to stimulating and encouraging educational environments.

KPCCC is a community based, not for profit organisation. It is managed by a committee of parents and local community members. The service is managed to meet the needs of the local community as a whole.

KPCCC believes that children learn through play and experimentation and provides planned and spontaneous experiences for children to promote their understanding of the world around them.

KPCCC views the family as the first educators and an invaluable source of information on their individual child/ren.

KPCCC values its staff team highly. Steps are taken to retain staff and promote job satisfaction. Professional development is integral to this belief.

At KPCCC we continually assess our practices, policies and procedures through our participation in the National Quality Assurance and Accreditation system, personal practices and family input to ensure that we continually provide up to date high quality child care.

BACKGROUND INFORMATION

The Centre was purpose built by the Commonwealth Government on Department of Education land and was opened on January 9th 1989. It is located in a quiet side street adjacent to the Kidman Park Primary School. The building is well maintained and has a large inviting outdoor environment.

It is licensed for 53 children, 14 of whom can be under two years of age. Correct staff:child ratios are maintained at all times.

CONTACTING THE CENTRE

The Centre has an open door policy to families. Telephone "line 2" is an unlisted number - 8235 0601- which is made available to all families upon enrolment. This line is always answered during operating hours.

"Line 1" - 8235 0636- is listed in the White and Yellow Pages of the telephone directories and is answered only by the Director and admin officer. This line has an answering machine attached and therefore messages can be left out of hours. If the office staff are unavailable during the day a message can be left and your call returned as soon as possible.

Our email address is listed on the cover of this booklet and we find the internet a useful tool in distributing such things as minutes of Management Committee meetings. Some families have chosen to receive their Tax Invoices for child care fees via email.

The Centre now has a broadband connection and email messages are available to the admin officer's computer only. Thus if you need an immediate response or need to leave an urgent message, emails are not to be used as your first method of communication. You need to telephone the Centre instead.

FEES

An **Enrolment fee** of \$10 per family will be charged.

A **bond** the equivalent of two weeks' fees will be applied at the commencement of care. Parent accounts are prepared weekly in arrears and weekly payment is required unless prior arrangements are made with the Director.

Late Fee: At the discretion of the Director, a fee of \$1 per minute per child will be charged for children not picked up by 6pm, with a minimum charge of \$15.

A current fee schedule is provided on enrolment. Payment may be made by cash or cheque. An EFTPOS facility is available during office hours and credit card payments may be made by phone or mail. We also accept payments by internet transfer to our nominated account.

Session times: 7.30am to 1.00pm and 1.00pm - 6.00pm.

Full fees apply for each week that the Centre is open, excluding Public Holidays. During the Christmas closure, no fees will be charged.

Charges apply to all permanently booked sessions, so fees apply to absences due to illness, holidays or other reasons. Childcare Benefit is payable for a maximum of 30 absences per year. Subsequent absences attract full fees. Should your child be absent due to illness, a medical certificate will make the absence/s exempt from the 30 day limit.

Half fees are charges for holiday absences for up to two weeks of your normal booking if at least two weeks' written notice is given. Such absences are still part of the 30 "Allowable Absences".

Days other than those booked will be charged as extra, regardless of whether normal days have been used.

Please inform staff before 10.00am when children are absent. This assists with experience planning.

CLOTHING

All bags, shoes and clothing must be clearly marked with child's name. No responsibility will be taken for locating unnamed items.

Self help skills are encouraged: therefore clothing should be simple for the child to remove and replace, with little assistance. **Elastic waisted clothing without straps and buckles is requested** -eg tracksuits or shorts and t-shirts.

Please supply at least one full change of clothes appropriate to the season. Children who are toilet training require approximately five pairs of trainer pants. Please include 2 pairs of socks. Thongs should not be worn at the Centre.

Children's bags are not to be left in their locker. Children over 2 should be encouraged to place contents in their locker and parents are requested to return bags at time of collection.

Coats should be provided in winter. A wrist size piece of elastic should be sewn inside coat collars to hang coat on pegs provided.

We use disposable nappies supplied by Nappyworld. Children are requested to arrive and leave the Centre in a disposable napkin. Unfortunately we do not have the facilities to store children's cloth napkins during the day. However, if the child wears a cloth napkin to the Centre, we request that the parent changes the napkin and removes it from the Centre.

Hats must be supplied for use at the Centre. We recommend legionnaire style caps or broad-brimmed hats. PLEASE NOTE THAT BASEBALL CAPS ARE NOT ACCEPTABLE. Children in the nursery should have under chin ties or elastic added.

SUMMARY OF WHAT TO BRING TO CHILD CARE

- **Change of clothes (all clearly labelled, including footwear)**
- **Piece of fruit**
- **Comforter (soft toy, rug, dummy etc.)**
- **Sunscreen already applied on arrival**
- **Broad-brimmed or legionnaire type hat (named)**

HOURS OF OPERATION

Open 7.30am to 6.00pm, Monday to Friday, excluding Public Holidays. Each year the Management Committee will determine the Centre closure during the Christmas period (approximately one to two weeks) and will ensure that all families are notified well in advance of that closure.

ELIGIBILITY OF ACCESS

Eligibility will be determined in accordance with the Department of Family and Community Services Priority of Access Guidelines, with priority being given to children of working parents or day time students.

Parents of children regarded as third priority may be asked to change their sessions or even leave the Centre if parents of a child of higher priority require child care. A copy of the Centre's Enrolment Policy, which outlines clearly the Priority of Access Guidelines, is included with your enrolment form.

MANAGEMENT STRUCTURE

The centre is managed by a Committee comprised of Parents and Staff Representatives and other interested members of the Community elected at the Annual General Meeting.

A small Executive Committee deals with day to day issues and urgent matters, as they arise.

All Parents/Guardians are welcome to attend the monthly meetings of the Committee as non-voting participants.

It is okay to be a member of one of our sub-committees without being a Management member. Our sub-committees consist of:

- * STAFFING - Meetings as needed.
- * POLICIES - Meetings at least yearly.
- * FUNDRAISING - Meetings as needed.
- * ENVIRONMENT - Meetings as needed.
- * FINANCIAL - Meetings at least yearly.
- * ACCREDITATION - Meetings as needed.

Individual offers of assistance for various projects are always welcome and appreciated.

CHILDREN'S GROUPS

The Centre is divided into three areas

- The Nursery caters for babies and toddlers from 4 months to approximately 2 years.
- The Pre-Kindy room, adjacent to the Nursery, includes children aged 2 - 3yrs 6 months approx.
- The Kindy room, on the Eastern side of the building, caters for children from 3 yrs 6 months until they start school.

Please note that the age groupings in the over 2's are approximate only and for practical reasons there is some overlap of ages.

We are licensed for children up to 6 years of age and so are able to care for children even after they start school, as long as there is an available space.

ORIENTATION

We encourage parents to visit as many times as needed with their child/ren prior to starting child care. You are welcome to sit in the room and observe how staff interact with your child and the others in their care. It is also a good idea while visiting to say goodbye to your child and leave the room to spend some time in the staff room having a cup of tea or coffee. On your return, your child then realises that you do come back to collect him/her.

STAFF TEAMS

- The Director and other Qualified Staff hold Child Care qualifications.
- The Nursery, Prekindy and Kindy sections all have qualified team leaders and all child care assistants receive training or are currently undertaking formal studies.
- All permanent staff working with children have current First Aid Certificates.
- All staff, including casual and relief staff, have undergone a Police Check.
- Child:Staff ratios for children under 2 years are 1:5 maximum and for children 2 - 5 years are 1:10 maximum.
- The cook and admin officer are each in charge of their respective areas of work and undergo training as needed to keep abreast of current and new regulations or legislation.

NUTRITION

This Centre is committed to the provision of a well-balanced and nutritious diet, with an emphasis on introducing the children to a wide variety of foods. Morning tea, lunch, afternoon tea and a late snack will be provided. We adhere to the guidelines of the Start Right Eat Right programme.

- Preservatives, colourings, sugar and salt will be avoided where possible.
- Each child should bring one piece of fruit per day.
- Meal times are seen as pleasant, social, learning experiences to be enjoyed.
- Food from a variety of cultures will be introduced as part of the six week seasonally adjusted menu.
- Children's birthdays are celebrated if parents choose to donate a 2 litre tub of natural vanilla icecream. Staff will then present the icecream (minus tub) upside down with candles and a greeting plaque, in place of a birthday cake, for the birthday child and friends to enjoy.
- Special diets will be catered for through negotiation with the Director.
- Copies of the menu are on display outside the kitchen as well as in each room.
- Copies of recipes available on request.

PERSONAL BELONGINGS

- Personal belongings, such as books, toys, jewellery, money, etc. should not be brought to the Centre.
- One comfort toy or blanket for use at sleep time or for special comfort needs only is encouraged.
- The child's name should be clearly marked on this comforter.
- Children's toys such as guns, knives and swords should not be brought into the Centre.

ACCREDITATION

This Centre has welcomed the introduction of accreditation of all child care centres and actively encourages the participation of all staff and parents in the accreditation process.

The broad objective of the Quality Improvement and Accreditation System is to ensure that children in long day care centres have stimulating, positive experiences and interactions that will foster all aspects of their development. Our philosophy has always mirrored this objective and the staff and parents are actively encouraged to continually monitor changes in all areas of our operation to ensure that care of the highest quality is maintained.

SECURITY OF CHILDREN

This is a matter of great importance to all concerned. Please ensure that the following procedures are clearly understood and acted upon.

1. Each child should be brought into the Centre through the front door only, and accepted by a Staff Member in the appropriate room.
2. At the end of the session, each child will be released only to a parent or a person stipulated by the parent prior to the time of collection. If the person collecting the child has not been to the Centre previously, he/she will be asked for identification eg driver's licence.
3. Whether inside or outside, a child should not be collected without a qualified Staff Member being advised of his/her departure.
4. Older children of the family collecting siblings need to be 16 years of age and a written consent note from the parent (to the qualified staff) is required. The children's sign-in sheets, located in the foyer, must be signed by parents/guardians on arrival and departure of the children each day. Please do not sign your child out until you are actually leaving with the child.
5. Children must be carefully supervised in the car park and in the foyer.
6. All doors must be securely closed. Please use the handle to secure the doors.
7. Custody orders must be viewed by the Director.
8. Parents are responsible for their child once they greet them on re-entering the Centre. Parents are most welcome to share time and equipment with their child at the Centre, within the area where the Child Care Staff are.
9. Ultimately, staff members will correct children if they exceed their limits with Centre Standards.

MANDATORY REPORTING OF SUSPECTED CHILD ABUSE.

Under Section 11(1) and (2) of the Children's Protection Act 1993, Child Care Workers are required by law to notify CYFS if they suspect on reasonable grounds that a child has been or is being abused or neglected and the suspicion is formed in the course of that person's work or in carrying out their official duties. As "mandated notifiers" all staff in this Centre have undertaken training in this area.

PROGRAMMING

Programmes are structured for children, infant to junior primary school entry age.

Programmes are based on observation of individual needs, according to each child's developmental ability and within the Centre's philosophy.

Parents are welcome to briefly discuss their child's DAILY ACTIVITIES in the Centre.

Appointments can be made to discuss any specific issues regarding children's daily activities or parent concerns.

Appointments can be made to discuss documented observations.

BEHAVIOUR GUIDANCE

Behaviour guidance will be based on the Philosophy of our Centre in catering for the safety, positive self concept, personal responsibility and harmonious interaction of the children. Parents will be approached if a child's behaviour seriously affects the safety of him/her self, or the safety of others, or where the child continually disrupts other children.

Limits and guidelines will be set by Staff Members, with a view to offering choices, bearing in mind that the behaviour and not the child, is in need of modification.

Staff in the Centre work collaboratively to provide consistency of approach and individual planning to assist children. See our Behaviour Guidance Policy located in the folder at the desk in the foyer. Copies available.

MEDICAL CARE IN THE CENTRE

This centre has been established to cater for the needs of children who are well. It is advisable for all families to investigate how they can best establish a support system of back-up care for the times when children will be unable to attend through sickness, or when unwell.

Please ensure that the Centre staff have been advised of any allergies your child may have to food, medication or other things.

Non-prescribed medicines such as paracetamol, demazin etc will not be administered unless a qualified medical practitioner has provided a cover note. A copy of the Centre's policies on Medication and Exclusion is included with Enrolment information.

All medicine (prescribed and non-prescribed) must be placed in either

- a) the first aid cupboard located in the passage close to the nursery door
- b) the refrigerator in the kitchen.

The parent/guardian is then required to write the relevant details on the medication sheet and sign.

NOTE: Under no circumstances must medicines/creams be left in children's bags or lockers or within reach of children. Neither must medicine be added to children's bottles.

INFECTIOUS DISEASES

Certain child hood illnesses require that a child be precluded from attending child care whilst infectious eg chicken pox, measles, etc. For a detailed list of such illnesses and their exclusions, please see the Policy folder available in the foyer.

IMMUNISATION

On enrolling your child, you will be asked to bring in your child's immunisation record. This is photocopied and kept on file at the Centre. Any updates in your record should then be provided for photocopying also. This information is required as part of the Accreditation process.

It will be necessary to provide evidence of immunisation to the Family Assistance Office in order to qualify for Childcare Benefit.

COMMUNICATION

We encourage communication at all levels in this Centre. Some of the methods we use are as follows:

- Conversation - children, parents, staff.
- Specific questions on development, health etc should be addressed to Qualified Staff members. It is fine to discuss how your child has been on any particular day with Unqualified as well as Qualified Staff members.
- Handbook - information about our Centre. Given to families on enrolment and updated as needed.
- Meetings - Management Committee, sub-committees and Annual General Meeting.
- Parent meetings - To discuss any issue with Director and/or staff
- Social gatherings - Special occasions of family and/or staff get togethers.
- Workshops - Various opportunities to learn about child development.
- Regional meetings - Opportunities to represent the Centre at State and Federal departmental level.
- Policies - Over 40 policies about the Centre operation. Located in a folder at the desk in the foyer. Copies can be made of specific policies for parents. Bookings required.
- General information - Articles of interest on development, parenting, safety etc located in a folder at the desk in the foyer. Copies can be made at 10c per copy. Bookings required.
- Observation Notes - An update on children's individual progress.
- Newsletters - Bi-monthly information on various happenings in the Centre.
- Flyers - Single topic sheets of information for special purposes.
- Parent to Parent - News & views from a parent perspective. Written by parents for parents.
- Management Notes - Updates on information discussed at Management meetings.

GRIEVANCES

This Centre fosters positive relations between staff, parents and management and has grievance procedures in place to facilitate resolution of issues or disputes. Copies of grievance policies are available on request.