



Parent Handbook

2024



Welcome to Ally's Kindy

The staff of Ally's Kindy welcomes you and your child to the Centre.

We hope you will enjoy many happy and treasured moments here.

We believe that in order for us to care and provide educational experiences of the very highest standard for your child, we must work closely with **you** the parents.

We recognise that you know more about your child than we ever will so at Ally's Kindy we strive to combine the detailed information we receive from you about your child, with our professional knowledge about children's education and development.

Please understand that you are always welcome in the Centre and our staff are happy to discuss any aspect of your child's day and their progress with you.

Once again, a big Welcome from all us at Ally's Kindy!

We hope your family's stay with us will be a long and happy one.

Kindest Regards,

Dianne Rosenblatt
& all Staff of Ally's Kindy at One Mile



A note from our Director...

Thank you for choosing Ally's Kindy for the care of your precious little ones. We understand that as a parent or carer, choosing where to place your children is a huge decision.

Our aim here is to provide a place where both you and your children feel a part of our Kindy Family, a place you can feel good about leaving your children.

In the following pages, you will read just a little about us. All staff in the centre, from myself to the group leaders and lunch float staff, we are highly committed to providing the best possible care. We are more than happy to help you throughout your child's stay. If literacy is an issue or English is not the first language, we will provide an interpreter or assist you in learning English and or another spoken language.

Our Kindy Philosophy is on the following page and was compiled by all staff and is the beliefs of the entire centre and not just those of management.

The most important this to us here, is that we help your children develop into happy, well balanced young individuals, ready to take on the world!

Everyday, in every way, it is all about the children.

If at any time you need to discuss anything, my door is always open to you.

Please feel free to come in for a chat.

Donna



Our Philosophy!

C- Here at Ally's Kindy, we start education the children to cooperate with others and negotiate their roles during play. We encourage children to have a strong sense of identity. We do this by providing them with the opportunity to interact and participate in a group play as well as showing and encouraging them to interact and show empathy and respect towards other. Throughout their experience here we also teach them how to respect their environment. We do this by having holistic conversations about the environment, reducing our waste, using recycled materials and allowing the children to assist in growing and caring for the gardens as well as our pet fish in Pre-Kindy and Kindergarten.

H- Here at Ally's we like to provide an environment where the children are and feel safe secure and protected. We do this by spending time with each child and getting to know them. This way we can find out what makes each child feel safe and secure in their environment. We provide comfort to the children during times of need and we initiate interactions on a regular basis. We ensure each child's comfort is provided for and there are appropriate opportunities to meet each child's sleep and relaxation. We take on the Abecedarian approach to enrich caregiving and one to one reading.

I- We welcome families of all religious and ethnic backgrounds. We like children to feel connected with and contribute to their world. We try and gain as much information as possible in relation to each family and their beliefs to build our own knowledge and to educate other children about different cultures. We help assist the children to respond to diversity with respect.

L- Here at Ally's we provide a variety of activities to help the children develop their physical state of being. We aim for children to have a strong sense of wellbeing. We do this by providing nice, healthy, homecooked meals for the children. During mealtimes, our staff sit with the children and educate them on healthy eating habits. Educators also endorse other healthy habits of handwashing and taking care of our bodies and teeth. The children also participate in structured activities where they are encouraged to engage in learning relationships with their educators, which is often done in small groups. We promote inclusion of parents, families, volunteers and visitors greatly enhancing learning programs and leaving lasting impression sand experiences though our centre days and Intergenerational Program. We help the children become strong in their social and emotional wellbeing.

D- During your child's time here at Ally's, their journey is recorded in electronic form using 'OWNA'. We collect and record your child's milestones using a variety of

different methods. OWNA is an online confidential app (accessible via phone) and is always available for you and your family to view. All daily information, as well as the daily program, will be recorded and displayed for the parents to view on a daily basis. Any/All injuries or illnesses are recorded, and parents/caregivers will be required to sign so that they are aware of the incident. We will also provide copies of these reports upon your request. All collected information and records of children will remain confidential and stored appropriately to ensure this.

R- Upon enrolment here at Ally's Kindy, we work with parents/carers to get to know each individual child so that we can provide a happy, healthy and loving environment for the children. As we know it's the parents/carers that know the children the best, we want to ensure the children are confident and involved learners. We do this by providing the parents with 'All About Me' forms, questionnaires and most importantly, general conversation. We also have an open-door policy for the parents to come and spend time in the room with the children. We also encourage the children to interact verbally and non-verbally with others for a range of purposes. We encourage families to be apart of our programs and participate in surveys and reviews for continual improvement of service.

E- We like to provide a variety of activities that encourage the children to learn during play. We have found that children absorb more information during play therefore we provide a range of learning experiences that encourages curiosity and enthusiasm. It is on this basis that assists the children to develop the ability to follow on/extend on their ideas during play, persevere with difficult tasks and engage in learning relationships with not only their Educators, but their peers as well. We also provide a music program which encourages the children to participate in physical play whilst responding positively to music. We provide a lot of messy play to encourage the children to develop and enhance their sensory skills. We aim to help children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity.

N- Most importantly we believe that each child is different therefore we as Educators spend as much time as possible nurturing each child and their needs. We try to ensure that children are effective communicators and have their own voice within the centre. It is through inclusive practices and the knowledge we gain through these interactions with both children and their families, that we can educate each child in a loving and caring environment to continuously develop their skills.

“Children first, Strong Community and Staff with a Growth Mindset ”



About Ally's Kindy

Ally's Kindy is a privately-owned centre. We are licensed to cater for up to 73 children each day, from birth to school age. We also offer an outside school hours program for children up to 10 years of age.

Ally's Kindy is open 6:30am to 6:30pm, 52 weeks a year. We are closed on all Public Holidays.

The Centre has 4 rooms with age overlaps between each group. This allows us to cater for children's individual developmental needs as well as meet high demands for children of for a particular age grouping.

Here at Ally's Kindy we try to embed the importance of sustainability with our children, through gardening, worm farms, taking care of our centre pet and using recyclable materials etc.

We operate under the National Child Care Act 2010 and the National Child Care Regulation 2011. We are monitored by The Office for Early Education and Care for compliance. If you wish to gain further information about the Act or Regulation, a copy of both publications is available at the centre. You may also call Child Care information service for free on 1800 637 711.

Ally's Kindy has been assessed under the National Quality Standards. In July 2023, we underwent assessment by an authorised office. The results of this came back as Meeting National Quality Standard. We are now preparing to be reassessed this year. Ally's Kindy strives to meet the highest quality standards and we encourage parents to participate in meeting, surveys and providing feedback to help assist us in always bettering out practices so we can meet the expectations of our families.

The rooms at Ally's are:

	Nursery	Toddlers	Pre-Kindy	Kindergarten
Age Group	Birth – 2 years	2 – 3 years	3 – 4 years	4 – 6 years
Children	Up to 11 children each day	Up to 15 children each day	Up to 22 children each day	Up to 22 children each day
Staff Ratio	1:4	1:5	1:11	1:11

School Age Care is catered for within the centre. This is depending on the dynamics of the centre at the time. For further information regarding each room please refer to the 'Room Information'.



ENROLMENT & FEES

Prior to enrolling your child in childcare, it is a requirement to complete an Activity Test through MyGov under Centrelink. This will give you a result of entitled hours and your percentage of Childcare Subsidy.

Upon enrolling your child at Ally's Kindy, a non-refundable fee of \$40 is payable per child. Once the enrolment fee is paid and all enrolment forms are handed back to our centre, we will confirm and secure a placement for your child for up to 2 weeks.

Once enrolment has been processed, you are then required to log back into MyGov Centrelink and confirm your enrolment with Ally's Kindy.

The enrolment fee must be paid and full connection to Centrelink must be confirmed before commencement.

Under legislation, we are required to give Priority of Access to families requiring care. This is only circumstances under which you may lose a place being held for you, and in this case, your enrolment fee will be refunded. The order of priority is:

Priority 1. A child at risk of serious abuse or neglect.

Priority 2. A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under *Section 14 of the A New Tax System (Family Assistance) Act 1999*.

Priority 3. Any other child on wait list needing care.

We ask you to supply as much information about your child as you are able to as this ensures that we can provide them with the best possible care and also give a continuity of care between home and the Centre.

Families on the waiting list will be notified when a place for your child is available. Upon being offered a place, enrolment fee must be paid to secure the place. The position will be held for no longer than 2 weeks.

An interview will be conducted with each family prior to admission and parents will be required to complete the necessary forms, including providing a copy of the child's

immunisation record, birth certificate and a copy of the assessment notice for Childcare Subsidy (CCS).

CCS is available to those who are eligible, being paid directly to the centre of care. It is your responsibility to ensure that your CCS remains current. You need to provide us with a copy of your CCS, as well as Jobs, Education and Training Child Care Fee Assistance (JET) if applicable.

Family Assistance Office Phone: 13 61 50

If you need any additional information regarding CCS, please ask and we will assist you if we are able. If not, we will refer you to the Family Assistance Office.

The Enrolment Fee must be paid, and child must be connected before you can start.

Fees are payable weekly in advance, for all days booked. This includes any absences such as public holidays, illness and allowable absences etc. Payment may be made by EFTPOS, Direct Debt or Centre pay; the form is attached to the enrolment form. All payments must be made ELECTRONICALLY due to new requirements from CCMS to help prevent CCS from fraud.

Family holidays are charged at half price. These must be taken in full week blocks and a maximum of 4 weeks per year.

If fees lapse by 2 consecutive weeks, and no arrangements have been made, your child's place will, upon warning, be considered vacant, and may be offered to another child or a reduction of days until account is settled.

The account always needs to be kept financially up to date. If the account is in arrears with no payment plan in place, your account will be forwarded on to our Debt Recovery Team. Any costs incurred to recover these funds will be forwarded on to the account holder.

Our fees as at 22nd January 2024 are as follows:

Enrolment Fee - \$40 per child

Session	Fee	Time
12 Hour	\$140.00	6.30am – 6.30pm
9/10 Hour	\$138.00	10a) 6.30am- 4.30pm
		10b) 7.30am – 5.30pm
		10c) 8.30am – 6.30pm
		10d) 7.00am – 5.00pm
6 hour	\$119.00	9) 8.00am – 5.00pm 9.00am – 3.00pm

School Care:

Session	Vacation Care	After School Care	Before School Care
Standard	\$107.00	\$51.00	\$40.00
9/10 Hour	\$107.00	-----	-----
12 Hour	\$109.00	-----	-----

Fee Increases

We try to keep our fee increases to a very minimum and to assist our families and try not to make an impact financially, we make 2 small fee increases throughout the year, these are done usually in January and in July each year.

Cancellation of Enrolment or Change to Enrolment Days

Parents intending to withdraw their children from the Centre are required to give 2 weeks written notice to the Director or pay the equivalent of 2 weeks full fees in lieu of notice. Centrelink will not pay CCS for this 2-week period if the child does not attend the centre, so you will be required to pay the total amount.

In cases where children are temporarily withdrawn from the centre, and parents with their place by retained, full fees will continue to be payable.

Where a child is withdrawn and payment of fees is discontinued, re-entry will be subject to vacancies.

Where a parent wishes to change days or increase or reduce days, we require 2 weeks' notice and any change or increase will be subject to availability. A shorter period of notice may be possible by mutual agreement.

Please ensure emails are kept up to date as weekly statements are emailed to families.



Useful Information

Absences

All absences should be notified to the office as soon as possible. We often have families requiring extra days care, and if we are advised of an absence, we are able to accommodate this.

CCS is paid for up to 42 allowable absence days for each child per financial year. Allowable absence days can be taken for any reason.

After 42 days of absences have been recorded in the financial year, documentation must be supplied for any of the following reasons on order to receive your benefit:

- Illness (with a medical certificate)
- Non-immunisation
- Rostered days of work
- Rotating shift work
- Temporary closure of a school or pupil-free days
- Periods of local emergency
- Shared care arrangements due to court, consent, or parenting order

These absences are known as approved absences. Consideration will be made to allow extra absence days if there is support to show that a large portion of the 42 initial days were for the approved reasons above.

We advise that at any time you can claim an approved absence, you bring in documentation proof so that we can keep a record of this.

Notification of Changes to Personal Details

It is ***your*** responsibility to ensure that the Centre has current information regarding address, contact telephone numbers, emergency contacts etc. If these details change at any time, you need to advise the Director immediately so that this information can be altered on our records. The Centre treats all information provided about you and your family in terms of the Australian Government's National Privacy Principles.

Delivery and Collection of Children to and from the Centre

Parents, or an adult authorised by parents, must escort into and out of the Centre. When

bringing your child to the Centre in the mornings, please ensure that you present your child to a staff member personally, and that the iPad sign in process is complete.

It is a requirement of the Government Departments controlling Child Care Benefit and Licensing that this is completed fully and correctly. Failure to do so may result in the Government refusing to pay CCS and you would be required to pay full fees.

In normal circumstances your child will only be released to authorised adults listed on the enrolment form. If the circumstances require that someone else needs to collect your child on any day, you must notify the Centre prior to collection and provide the name and sufficient description of such person. The person collecting the child will be required to show suitable photo identification (such as current drivers license) before the child will be released to that person.

The Centre must be notified of all legal matters such as custody notices, restraining orders and guardianships and unless copies are provided to us, we are not in a position to legally assist with these matters.

Late Collection of Children

The licensed hours of the Centre are between 6:30am and 6:30pm. We are legally bound to only having children in care of staff between these hours. All children must be taken from the premises by 6:30pm and may not be left by parents earlier than 6:30am, even if staff are on the premises.

We do appreciate that on occasion, an event may occur which is unavoidable, and results in late collection. In this case, we would ask that you arrange an emergency contact to pick up your child, or in the last instance, contact the Centre to let us know.

There is a Late Fee for children not collected from the Centre by 6:30pm. This fee is **\$2 per minute, per Staff** with a **minimum of \$20.00**. If we have not had any contact from you, the following procedure will be adopted:

6:30pm – Parents will be called at work/home, etc. If not contactable, we will attempt to call emergency contacts.

6:45pm – Attempts will be made to contact parents and emergency contacts again. If no contact can be made, the following will occur:

7:00pm – Police will be contacted, who will arrange for a representative from the Department of Community Services to collect the child.

A note will be left on the Centre's front door giving a brief description of events and the people to contact to pick up your child. Also, messages would be left on any phone answering machines or message bank services.

Sharing Information

Events in family life, such as illness, visits of grandparents, accidents or bereavements can be a major concern for children and can have an impact on their behaviour. It is important

for the home and ourselves to share information which may affect children and we would appreciate it if parents would inform staff of any unusual happening of this nature.

Equally, please feel free to discuss with your child's teacher any concerns which you may have about his/her progress or behaviour. Remember that if you are concerned about anything, it is very likely that we have observed the same behaviour and may share your concern.

Community and Parent Participation

Parents and guardians of children are welcomed and encouraged to be in the Centre at any time the child is attending. If you have the time and skills and you wish to contribute to the Centre, please let us know. Your assistance would be appreciated and welcome.

We have an open-door policy for close family members of children attending, but it would assist if such visits were pre-advised by the parent or guardian.

Each year we invite around 4 parents to join our Parent Committee which meets every second month and helps with all sorts of input, monitoring and guidance with the running of the Centre and our Policy documents. All parents in the centre are extended a welcome to attend parent committee meetings.

To assist us in providing a broad variety of experiences for the children, we appreciate the donation of any appropriate materials for construction, craft and dress ups. You will see examples of the good use of such materials in each of the rooms. The wonders of recycling will no doubt impress you!

Staffing

At Ally's Kindy, we have qualified, experienced and dedicated people who are committed to providing the highest quality care for your child and contributing positively to your child's total development. We have a team of people that consist of the Licensees, Nominated Supervisor, Lead Educators and Educators. All staff are required to have a Blue Card issued by the Commissioner for Young People and Children. All staff must hold a current First Aid and CPR certificate, and all our staff are fully qualified, or studying to become so.

Staff rosters are on display in each room for parents to view and staff are rosters in accordance with requirements of the Child Care Regulation 2011. The rosters show who will be relieving at lunch breaks.

Rest Pause

These are 10-minute breaks in the morning and afternoon, tea or comfort stops. The Centre in **not** required to provide a replacement person for these breaks. The Director or her nominee is available to assist if duty of care or common sense dictates the need to cover during any of these breaks.

Rest Periods

The Centre has approval under its license to stagger staff in rooms during the rest period.

The Rest Period approval is from 12:00pm to 2:00pm. The rooms affected are the Preschool and Kindy Rooms. During this period there can be one fewer qualified staff person in each of these rooms, and a float assistant, together with the Director or her nominee as the backup for any needs or emergency. Rosters will be displayed at each room giving details of the staff on duty. Rest Periods in the older rooms are not enforced, it is up to the children to decide whether they wish to sleep or not, they are encouraged to have a quiet time for consideration to the younger children.

Staff Development, Students and Volunteers

Learning does not stop with your little ones. The Centre is committed to staff development. In line with this, staff are encouraged to further train to ensure the quality of care. The staff are encouraged to attend Seminars conducted privately such as those conducted by the Centre Mentor and Educational Leader to keep them up to date with current trends and research in the industry and to problem solve common organisational or behavioural difficulties.

To do our part in the local community, we also have a policy of accepting students of the TAFE childcare certificates and Diploma courses and selected schoolwork experience students into the Centre to enable them to complete their studies and ultimately become qualified Childcare personnel. Students and volunteers are never given supervisory duties and are always under the direct supervision of a qualified staff member.

Part of students' activities while at the Centre is involved with doing observations on children. This involves the student sitting with a child and recording the child's activities regarding play, movement, speech and social interactions. When you complete your enrolment form, there is a section where you agree or dis-allow this activity from taking place with your child. The child is not identified by the student in any observation process. Students are guided by the group leader to ensure that all privacy aspects are maintained.

If you are at any time unsure of the identity of anyone at the Centre, please approach a staff member to clarify the situation.

Developmental Program

At Ally's Kindy we are committed to providing individual development programs which highlight the care, education, interest and health of young children. Our program incorporates Emergent curriculum and interest-based programming styles, and we are in the beginning stages of implementing The Early Years Learning Framework.

Our children learn in an environment of warmth, encouragement, respect for and consideration of others. We believe that children learn through play and it's the experience the child has whilst engaging in play that is the most important factor in promoting development. The product of these learning experiences is of secondary importance, it is the process not the product that provides the learning. In our programs the equipment is a tool to enable the child to explore the process.

In each program you will find that there is a predictable routine to the day which provided the children with a sense of security. You will also find certain materials are always available for children to choose i.e. paints, blocks, books and equipment for imaginative play. In addition to these set materials of the day, there are new experience planned to challenge and stimulate your child in becoming an effective learner. Although what is offered in equipment is the same or very similar across groups, what the children do with it is changing as they develop and acquire new knowledge and skills.

As early childhood professionals, the staff implement programs which provide a rich and integrated range of experienced that enhance the children's learning and development. The teacher's role is to observe what happens and guide the children's learning through play and demonstrating appropriate ways of doing things and by continual questioning and offering suggestions to extend their ideas. It is also to provide time and opportunities for the children to process information and to practice newly acquired skills. The teachers encourage the children to see themselves as successful learners and to empower them through positive guidance techniques to accept responsibility for their own actions.

The growth and development of each child is watched with care in our Centre. Guidance and support is provided through our programming attempts to foster the total development of the child. Regular discussions are held to discuss the program, and/or the observations of your children, carried out by staff. The reason for the daily evaluation is to ensure that staff are providing activities that are appropriate to the developmental level of your child, as well as catering for your child's interests.

Our main aim is to guide your child in becoming an effective learner and to assist them in developing all skills necessary for success now and in the future.

We encourage and accept children from all different races, genders and those with additional needs. We follow a non-discrimination policy of acceptance into the Centre.

Programmes

We program using the Emergent Curriculum approach which bases all experiences on our observations of children, closely aligned with the child's interests. We also use family input and stories from home to encourage a close link. All our programming aligns strongly with the Early Year's Learning Framework.

We are currently using Story Park for programming and it is available for you as well so you can see what your child has been up to. Through these observations, staff ensure that children are developing in all areas. Extension of experiences and evaluation is done spontaneously as the experience occurs and followed up as appropriate.

Please remember that as a parent, you are able to view the records kept pertaining to your child. We encourage parents to input to both the mind map and children's profiles by sharing their child's life outside of the Centre. The cost of Story Park is that of \$1.30 per

child, per month. Upon enrolment parents will receive an invitation to join Story Park and view your child's individual programme. These are private and cannot be shared on social media.

Multiculturalism

Ally's Kindy is committed to recognising and respecting the wide varieties of cultures which make up our society. Cultural awareness and respect is an important part of the centre program. We strive to create a program that truly reflects the lives of our children, families, staff and community.

Special Requirements for Children

Following an interview with the parents and the child, the Director together with the parents/guardian, will assess the needs of the child, the appropriateness of the centre setting and the program. The Centre will support the staff who are catering for a special needs child in their group by linking with appropriate services, such as CAERSU. Where appropriate or required, the Director will work with the family to apply for funding for an additional carer.

Daily Requirements

Children should be brought to the Centre well prepared for their day. Please dress your child in suitable play clothes, with every piece named.

Your child will require the following items **each**:

- At least one, preferably two, complete sets of clean clothes (even if the child is fully toilet trained as there may be parts of the program with messy activities or for food spills etc).
- For children who are not fully toilet trained or may be prone to accidents, sufficient spare underwear and shorts are needed.
- For children still in nappies – these are supplied by the Centre as well as wipes.
- All meals are supplied at the Centre. This includes morning tea, lunch, afternoon tea and a late snack if required.
- A drink bottle for **water**. This is to be taken home, cleaned regularly and checked by parents if left at the Centre.
- For nursery children – enough bottles with your particular formula or milk to last the day. (Bottles should not be required for children in any other room as they should now be able to drink from a water bottle).
- A sheet to go on the bed for rest time, in a bag or pillowcase. These will be sent home on a weekly basis for laundry.
- A hat for outside play.
- Sunscreen and Insect Repellent is supplied at by the Centre (Coles brand).

Specific requirements for a room will be advised by room staff during orientation.

Please do not send personal items from home which can be easily lost or misplaced. We have a huge range of equipment for the children to choose from. Where a child requires a comfort toy for rest time, this should be stored in the sheet bag, to be used during rest time. If children are bringing in a special object for a show and tell for example, this item should be handed to one of the room staff for safe keeping.

Staff take all care to the best of their ability but take no responsibility for any personal belongings being brought into the Centre. Please ensure ALL items of clothing, shoes, hats, sheets, bags, food and drinks containers etc are clearly labelled with your child's name. Any belongings that go missing or taken by mistake from others, it is not the responsibility of the Centre or staff.

Cleaning of drink bottles and baby bottles is or parent's responsibility. Staff will rinse these items but are unable to disinfect or sterile all items.

Birthdays

Birthdays are special to all children and we like to celebrate them. You are welcomed to bring along birthday cake (cupcakes are better). If, however you do not wish your child to participate in such activities, please notify either your Group Leader or the Director so that this information can be added to your child's file to ensure we respect these wishes.

We also encourage sibling interactions and when it's your child's birthday we will bring your children together to celebrate.

Communication

A regular newsletter is distributed to all parent to keep families informed of the Centre's activities, special events and any staff or policy changes. The Centre staff also use a variety of forms and communication techniques, both written and verbal, to keep you informed about your child's time at the Centre. Please remember to stop and say 'Hi' and feel free to discuss any information or concerns you may have.

Make sure your email account is up to date as we do email our newsletters and statements out to parents as well as individual room email updates.

Parents are encouraged to speak to their child's teacher about their child's progress, or any concerns you may have. Open communication between parents and staff facilitates positive home/child care relationships, based on trust and positive co-operation.

We also have Ally's Kindy webpage and Facebook page which regularly has all the Centre information or upcoming shows, special days, fundraisers etc. You will receive notifications when any new information is added, which makes this a great, useful tool to have on your phones.

OWNA will also supply up coming events and information to all families through the community page, or your child's individual room community page.

Much of the communication between staff and parents occurs quickly, on the run, informally as parents drop off or pick up their children. Both parents and staff need to be aware of the importance of passing on the information which helps both parties better anticipate children's behaviour. From the parents' perspective, it is sensible to inform staff, e.g., if your child has had a bad night, or if there are any changes occurring in the pattern of family life etc.

If parents need to have longer with staff, it is important to make an appointment with the teacher outside of session times rather than take the teacher's attention away from the children. This also gives the teacher the opportunity to refer to any developmental records or observations of their own.

If you have any grievances, complaints, comments or suggestions you are invited to bring them to the attention of the Director or Licensee, either verbally or in writing. Please be assured that we value all of your inputs to these areas and we urge you to use the system wherever the need arises.

Privacy Policy

We respect your privacy.

In order to provide you with the highest standard of service, our organisation is required to collect personal information from you about your children and parents/guardians before and during the course of a child's enrolment in our service. We are committed to protecting your privacy and we abide by the National Privacy Principles contained within the Privacy Act.

Privacy of your personal information is important to us and we conduct business with respect and integrity.

What information do we collect?

Basic details are usually collected directly from the parents such as your names, address and phone contacts but it is also necessary for staff to collect details regarding your child's name, date of birth, medical details, health, routines and likes and dislikes which make up a personal profile.

In addition we are required to hold information regarding your child's Child Care Benefit entitlements.

All this information is vital in assisting us to provide the best possible individual care for your child and for processing accounts. Some of the information we collect is to satisfy the services' legal obligations under the relevant childcare legislation.

Naturally much of this information is of a personal nature and some of it might be regarded as 'sensitive'; and not the sort of information that you would wish to have unnecessarily disclosed to others.

We assure you that:

- This information will only be used by our child care professionals in order to deliver your child's care to the highest standard.
- It will not be disclosed to those not associated with the care of your child without your express consent.
- You may ask to seek access to the information held about you and your child and we will provide access without undue delay.
- This access might be inspection of your child's records or by providing copies of information.
- There will be no charge made for requesting this information but there may be a fee to cover the cost associated with the processing of this request.
- We will always take responsible steps to ensure that the details we keep about your family are accurate, complete and up to date.
- We will take responsible steps to protect this information for misuse or loss and from unauthorised access or disclosure.
- Our staff are always committed to respect these principles.
- If a student has a valid training requirement that involves gathering of certain information pertaining to your child or family, the student must have written consent from you and the Director.

All privacy related comments, feedback or complaints should be directed to the Director or Licensee.

We will follow up all comments, feedback or complaints within 14 days and resolve them to maintain our high standards or service provision.

Children's Health

The Centre places great emphasis on practices that will provide a healthy environment for your child. We have a comprehensive Health Policy document which is available to view.

Immunisation

To be eligible for Child Care benefits, all children must be immunised in terms of Public Health requirements or have a Centrelink approval as a conscientious objector not to do so. Children who are not immunised, at the parent/guardian's discretion and risk, are permitted to attend the Centre. This will be done at the cost of **full fees** as Centrelink no longer provides CCS for unimmunised children or late immunised children (there is **no** back pay). However, this Centre will recommend that you withdraw your child if there is an outbreak at the Centre. In cases where such illness is detected in the Centre, notices will be placed on the front door and the entrances to the classrooms.

As Centrelink now administers the recording of immunisations, it is essential that you or your doctor provides them with proof of your child's immunisations and also you need to keep the Centre advised accordingly, as well as show us your immunisation status letter.

We strongly support immunisation but also acknowledge the rights of the individual.

Exclusion for Sickness

Children will be excluded from attending the Centre if suffering from any of the following:

- Vomiting/Diarrhea
- Higher than normal temperature
- Conjunctivitis
- Infectious disease or skin problem
- Head lice/Live lice/Eggs

Or – if the opinion of the Director or person in charge, the child is considered unable to cope with staying at the Centre.

THE CENTRE USES THE GUIDELINES PROVIDED IN THE GOVERNMENT PUBLICATION 'STAYING HEALTHY IN CHILDCARE'. CHILDREN SUFFERING FROM INFECTIOUS COMPLAINTS MUST NOT ATTEND UNTIL CLEAR FROM INFECTION AND A MEDICAL CERTIFICATE OF CLEARANCE MUST BE MADE AVAILABLE BEFORE A CHILD RETURNS TO THE CENTRE. THIS ENSURES THE OTHER CHILDREN AND STAFF ARE PROTECTED.

TO ENSURE THAT PARENTS MAY BE READILY CONTACTED IF THEIR CHILD IS ILL OR HAS AN ACCIDENT, IT IS EXTREMELY IMPORTANT TO KEEP US INFORMED ABOUT CHANGED TO YOUR HOME, BUSINESS OR RELEVANT PHONE NUMBERS.

In circumstances where your child has been sick during the night or has been taking medication at home, parents must advise a staff member on duty and make them aware of the nature of the illness.

Amongst the staff responsibilities is the monitoring of the health of children. We are not able to carry out this duty without parents' help in keeping us advised of the child's health.

The Centre reserves the right to use any measure in a medical emergency such as ambulance, doctor or hospital. Parents agree to this condition when signing the enrolment form.

Parents need to notify the Centre as soon as their child has been diagnosed with a contagious disease so that the Centre can notify other parents/guardians of symptoms.

Medication

Our policy on giving medication to children whilst at the Centre considers not only the well being of the children, but also the legal protection of the staff. It is important for you to fully understand our procedures to enable you to inform your child's doctor when they are making decisions about the frequency for a medication to be taken.

If your child required medication whilst at the Centre, the following procedure should be adhered to:

- Enter all required information in the medication sheet in the child's room. This must be done on a daily basis. In the case of a long-term continuous medication, arrangements will be made with the Director.
- You **must** hand both the medication form and the medication to either the Director or a Group Leader on duty.
- Staff will only administer prescribed medication if they are able to follow the doctor's guidelines which they can see on a pharmacist label, or a letter is provided by the doctor. This label is to show the name of the child, the name of the medication, dosage, frequency for administration, date of dispensing and expiry date of the medication.

PLEASE NOTE; IF ALL ABOVE REQUIREMENTS ARE NOT MET, THE MEDICATION WILL NOT BE ADMINSTRATED.

It should also be well noted that a medication stating 3 times a day, means a dose every 8 hours, unless otherwise noted on the label (e.g. to be taken with meals or at specific times given).

Staff will not administer medication by way of injection or suppository.

If this excludes your child from the Centre, please discuss the issue with the Director.

Staff will give an initial dose of Panadol for high fever, or Bonjela for severe teething pain *if* you have previously given written permission. Staff will attempt to contact you before this initial dose. The information will be recorded in the medical sheet by the staff, and the person collecting the child will be required to sign the entry before leaving the Centre. If the child's temperature does not return to normal 30 minutes after the dose, we will contact you again and request that you collect your child from the Centre and consider a visit to the doctor.

Nebulisers or asthma prevention medication will be administered within normal medication guidelines only if they are not required more than 4 hourly. A child requiring more frequent use should be at home or in hospital. We require an Asthma Action Plan for children with Asthma as well as cases where using Ventolin for 'wheeze' or Doctor prescribed to ease short term symptoms. The Plan must include Doctors details and signature. Families are also asked to complete a Risk Minimisation and Communication Form. Staff are to be shown the procedure by the parents to allow both the child and the staff member to feel comfortable.

Accidents and Incidents

Our staff organise both the indoor and outdoor environments to promote safety and allow for maximum supervision, thus minimising the incidents to children and staff.

In the case of an incident involving your child whilst at the Centre, staff will immediately administer first aid. Records of all incidents are made on an incident report form. If the incident is of a more serious nature or involves head injury or biting, you will be advised by

phone one the incident has been initially dealt with. You will be required to sign the incident report and hand back to staff when you collect your child from the Centre.

If the injury requires further medical treatment, you will be contacted, and a plan of action organised. If you or an emergency contact cannot be reached, the Director or person in charge will act on your behalf and proceed with whatever medical treatment is required. If a child is required to be sent to a doctor or hospital, a staff member known to the child will accompany the child and stay until a parent or guardian arrives.

General Hygiene

Hygiene is another of our priorities. There is much emphasis on developing appropriate procedures around food, bathrooms and general play.

Staff teach and insist on hand washing before and after meals, after toileting and playtime. Staff use positive reinforcement to foster good hygiene through role modelling, posters, songs and stories within the program.

Parents should be in the habit to ensuring their child washes their hands upon arrival at and leaving the Centre to reduce the risk of infection being carried between Centre and home.

Meals

Mealtime for the children should be pleasurable, consisting of learning experiences and developing positive attitudes to eating and healthy foods as well as being able to partake in a social setting.

All meals are supplied here at Ally's Kindy and all food is prepared and cooked, from scratch, on site. This makes it just a little bit easier in the mornings to get your child off to Kindy. This also has the added benefit of ensuring your child is receiving a healthy variety of meals each day. The menu's do change each week to help keep variety so please feel free to check the menu on display to see what is on offer.

We are also aware that liquids are as an essential part of a child's diet as healthy food. We encourage the drinking of water only during the day. Children should all have their own water bottle to allow them easy access to water at any time. Apart from the nursery when children are on bottle feeds or require a milk bottle, water will be the only drink offered during the day, aside from this.

Special Diets

It is a requirement of the regulations that children have a period of rest or sleep each day. We encourage children in all groups to have a quiet period, even if this is just lying quietly and resting. In cases where a child chooses not to, they are guided in a quiet time activity such as reading or doing a puzzle so as to not disturb those who need sleep time.

Please remember quilts and duvets **will not** be used as bed linen. Pillows, soft toys, lamb's wool and cot jumpers **will not** be used as per our safe sleeping policy.



Policies

This section is an overall assessment of the Centre's policies, some of which are covered in more detail in separate policy documents. These will be provided to parents to view at enrolment time or any other time on request.

Behaviour Management and Guidance Policy

The Centre's policy in this regard is based on accepting the developmental characteristics of each age group and accepting each child as an individual. We set reasonable limits and explain the reason for these limits. We encourage positive social behaviour and take care to avoid undesirable behaviour becoming a way of gaining attention. If we are faced with deteriorating behaviour, which we are unable to turn around, we would always seek your assistance.

Exclusion to Behaviour Policy

A child's continued placement at the Centre depends on factors such as the child's interaction with other children and the parents' cooperation and support in handling any behavioural difficulties and adherence to the Centre's policies. The Centre reserves the right of exclusion at the Licensee/Director's discretion.

Evacuation Procedure

Evacuation policy and method, together with evacuation maps are displayed in each classroom. Regular drills are carried out to ensure that staff and children are familiar with the escape routes. If you are present in the Centre during an evacuation drill, you are required by law to participate. Every effort will be made to make these enjoyable rather than stressful events for the children. The Centre has regular visits from the State Fire Brigade and has its firefighting equipment certified every 6 months. In the event of an emergency in the building, all children and staff will be evacuated by the most appropriate escape route as per the Fire Brigade approved escape route maps in each room.

Lockdown Procedure

If there is any threat to the children from the elements or from any person or persons, the Centre has a lockdown procedure, which is known by the staff but not explained here for security reasons. Suffice to say that the Centre is completely locked down for as long as the threat is present and during this time the children are kept in the safest part of the building and are comforted and assured.

Parent Code of Conduct

Parents have a responsibility to support efforts of educators in maintaining a safe and respectful recreational environment for all children.

Parents should encourage their children to appreciate the importance of honesty, respect for property and respect for the rights of others.

Parents and visitors should display respect for all people while at the Centre and never use raised voices or threatening language to intimidate or humiliate staff, children or other visitors.

Parents who have participated positively in fulfilling these obligations recognise the systems and processes in place will benefit all.

Complaints, Grievances, Comments and Suggestions

If you have any concerns regarding your child's care, please raise it with the Group Leader. If the concern is not resolved to your satisfaction, please bring it to the attention of the Director.

Should your complaint involve staff or the Centre, please contact the Director. If the problem cannot be resolved, you have the right to contact *The Office of Early Childhood Education and Care*.

Actual Address

*Level 3, Tower Central
114 Brisbane Street
Ipswich, 4305*

Postal Address

*PMB2
Ipswich, 4305*

Telephone: 07 3436 6290

Email: ipswich.ecec@det.qld.gov.au

Parent Involvement

Parents are invited to participate in the life of the Centre at a level appropriate to their personal circumstances and needs. We appreciate that time is precious to working parents, but the Centre recognises the important role parents play in the education of their child so we encourage participation and involvement from parents on a variety of levels. Here are some ways you can offer your support and be involved in your child's day:

- Spend some time with your child at the Centre – when you have a day off come and join us for lunch or a cuppa at the beginning of the day. Tea and coffee are available in the staff room. (Hot drinks are not permitted in the children's area)

- Helping staff in developing interests for children in sharing ideas and/or resources.
- Acting as volunteers
- Attending parent meetings
- Attending social and fundraising events
- Becoming collectors of scrap materials which children can use in creative pursuits

Special Reminders

- ✓ **READ THE ACTIVE NOTICEBOARDS REGULARLY** – this helps you keep in touch with activities and staff requests
- ✓ **KEEP EMAIL ADDRESS UP TO DATE** – this ensures you will not miss out on any communication from staff
- ✓ **OFFER TO SHARE YOUR SKILLS** – e.g., cooking, music, carpentry, art etc with the children. Your own children will love seeing you there and know that you value the Kindy too.
- ✓ **DON'T EXPECT A PAINTING OR PRODUCTION TO TAKE HOME EVERY DAY** – your child may have just discovered the imaginative play of home corner, mastered a tricky puzzle or be experimenting with the art of playdough. We won't always expect them to produce an article to please you or us.

In Conclusion...

We are here to serve your family and provide a high-quality early childhood learning experiences for your children.

We look forward to a long, friendly and rewarding association with you and sincerely encourage you to seek clarification, advice or explanation on any matter that may be cause for concern or unclear. If we don't know, it's hard to help.



Donna Hayes

Director

“Children first, Strong Community and Staff with a
Growth Mindset ”

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