



Tweed Heads Kindy Care and Educational Centre

Parent Handbook

Developing Through Secure And Consistent
Relationships, An Appetite For Learning.

239 Kennedy Drive

Tweed Heads NSW

☎ 07 55364073

✉ kindycare@hotmail.com

Tweed Heads Kindy Care and Educational Centre Parent Handbook



WELCOME to Tweed Heads Kindy Care and Educational Centre!

Dear Parents,

Welcome to our centre, and thank you for choosing Tweed Heads Kindy Care and Educational Centre for the education and care of your child.

Please read this information carefully to assist you in settling your child into the centre, and to answer any questions that you may have. If you require any further information please do not hesitate to consult with the staff. The centres policy manual is available in the Parents Information section of the Centre.

We cater for children from 2 years of age until they commence school.

We offer a school readiness program and each child is offered the opportunity to meet their full potential through the Early Years Learning Framework.

The routine in the centre is flexible and will be based on the children's and families interests and input.

At our centre we have a fundamental belief that in order for us to care for and provide educational experiences of the very highest standard for your child, we must work closely with you, the parent. We acknowledge that you know more about your child than we ever will and strive to join your very detailed information about your child with our professional information about children's education and development.

Please know that you are always welcome in the centre, and that our staff is only too happy to discuss any aspect of your child's day and progress with you.

Once again, Welcome! We hope that your family's stay with us will be a long and happy one!

Regards

Staff of Tweed Heads Kindy Care and Educational Centre



Our Vision for Children’s Learning and Development

Every Day:

We focus on the whole child to build their development and learning through planned and spontaneous experiences.

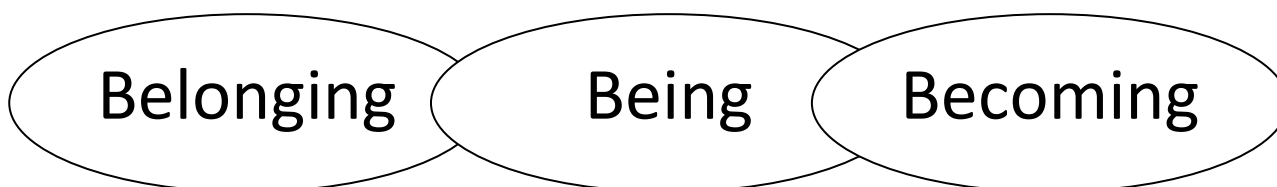
Every child in our care will be surrounded by love and laughter and high quality individualised experiences.

Our developmentally appropriate education is fun and exciting within a safe and secure environment.

Each program provides a link between preschool and kindergarten practices through incorporating NSW Board of Studies (Early stage one) outcomes.

Your child is in an innovatively designed environment with play spaces that provide a warm, nurturing and stimulating environment.

The learning journey at Tweed Heads Kindy care and Educational Centre combines three key principals. These are based on the Early Years learning Framework.





Tweed Heads Kindy Care believes that:

Each child must be respected and valued as an individual to learn and develop to their fullest potential. We aim to provide a learning centre that is responsive to the unique nature of all children, families, staff and the community and acknowledge and honour the importance of diversity and difference.

The curriculum should be built upon children's own experiences, knowledge, skills, attitudes, needs, interests, and views of the world. We believe in the power of children's interests as a tool for learning and the importance of providing opportunities and resources to extend upon these interests.

Each child learns in his or her own way through open-ended exploration and play. By allowing children choices and by encouraging them to explore, co-operate, experiment, create, ask questions, interact, investigate, discover and express themselves the child is seen as a capable and resourceful contributor to the programme. The Early Years Learning Framework will be the foundation upon which all principles, practices and learning outcomes will be built.

The process of development is internally driven and influenced by interactions and relationships with others. Children's development is viewed holistically and the developmental domains of social, emotional, cognitive, physical and language skills are integrally interwoven into the curriculum.

Parents and families are the most important people in children's lives and the most significant influence on their learning. The power of partnerships with families is essential to the development of shared goals for children. The formation of such partnerships fosters trust and creates a sense of shared responsibility and collaboration.

We play a vital role in shaping the future of children through the provision of high quality care. We will advocate to the community that we are a valuable resource by demonstrating exceptional conduct at all times. This conduct shall abide by the legislation and organizations that bind our profession.

Staff will excel when their individual talents and contributions are acknowledged and valued. We believe in the vital nature of lifelong learning and acknowledge the importance of experience, formal qualification and professional development. We believe that knowledge and understanding of child development is essential to enhance the curriculum and the uniqueness of each child.

The physical environment should be used as a learning resource and provide children with an appreciation of beauty and aesthetics through the provision of rich materials, resources and surroundings. We believe that the environment should guarantee the health, safety and wellbeing of all children, families and staff.

Last reviewed: June 2012

Date for next review: June 2013



Policy and Procedures

At Tweed Heads Kindy Care and Educational Centre the quality areas set by the “Quality Improvement and Accreditation System” form the framework of our policies and procedures.

Interactions and Communication

- Relationships with children and peers - create a happy, engaging atmosphere and interact in a warm, positive and friendly manner. Treat all children equally, respecting their diverse abilities and backgrounds. Educators communicate effectively, work as a team and are supportive of one another.
- Partnerships with families – work with families to ensure continuity of care, encourage their participation, and value their feedback.

The Program

- Programming and evaluation – use careful planning and evaluation to assist children to be successful learners. Reflect Tweed Heads Kindy Care and Educational Centre philosophy in all planning.
- Children’s experiences and learning - learning plans and programs reflect the individual needs of the children while promoting their development of social/emotional, physical, creative and cognitive skills.

Protective Care and Safety

- Protective care – protect each child, ensuring that they are supervised at all times and do not have access to any dangerous products, plants or objects.
- Safety - ensure that the building and equipment are safe and that we take a pro-active approach to occupational health and safety.

Health, Nutrition and Wellbeing

- Health – implement effective and current food safety and hygiene practices, encouraging children to follow simple rules of hygiene. Take steps to control the spread of infectious disease and maintain up-to-date immunisation records.
- Nutrition – promote healthy eating habits.
- Wellbeing – support each child’s need for rest, sleep and comfort and ensure that toileting and nappy change procedures are positive experiences.

Managing to support quality

- Families and educators receive up-to-date information about relevant management decisions and have appropriate opportunities to comment on these and other centre procedures.
- Policies and procedures facilitate continuity of care.
- Professional educators development is actively supported and encouraged.



Our educators

Our dedicated educators recognise pedagogy that actively engages children in play as one of the main ways in which children learn and develop. They use a holistic approach when planning for the whole child's development. They pay attention to the children's physical, personal, social, emotional and spiritual wellbeing as well as cognitive aspects of their learning.

Our educators are seen as a valuable resources to Tweed Heads Kindy Care and Educational Centre where their personalities and beliefs contribute to making a successful learning environment. They have a range of early childhood teaching qualifications and experience. We strongly believe in promoting ongoing learning and reflective practices for all our educators. Through an ongoing cycle of reviewing current practise we are able to establish new ideas and always continue to improve the service we provide for our children every day. We also encourage our educators to constantly update their skills and knowledge by attending relevant external and internal training and courses.

We ensure that background checks are carried out on all educators before they are employed and all employees sign and follow Tweed Heads Kindy Care and Educational Centre ethical code of conduct. Staff are aware of their obligations with regards to child protection being mandatory reporters and follow Tweed Heads Kindy Care and Educational Centre child protection policy.

Each member of our team writes a brief profile about themselves and this is displayed at the entrance to the centre. This gives you a brief background on our educators, outlining their qualifications and experience.

As your **PARTNER**, the Tweed Heads Kindy Care and Educational Centre Childcare team promises to...

Put your child's needs first in every situation

Aim to provide an environment that promotes happiness

Recognise we are committed to a common goal – **"high-quality childcare"**

Tailor our services to meet your family's needs

Never take for granted the trust you place in us

Embody excellence in everything we do

Respect everyone's unique personality

Parent Participation

We actively encourage open communication between the team and our families at Tweed Heads Kindy Care and Educational Centre. We feel this is essential in maintaining high-quality, effective care for each child. We value your input and suggestions, be it on policy and procedures, programming, or Tweed Heads Kindy Care and Educational Centre philosophy. We encourage you to communicate any suggestions you may have to the Tweed Heads Kindy Care and Educational Centre team, and should any issue or concern arise, please feel free to speak to any of our educators so we can resolve it quickly and to your satisfaction.



Our curriculum

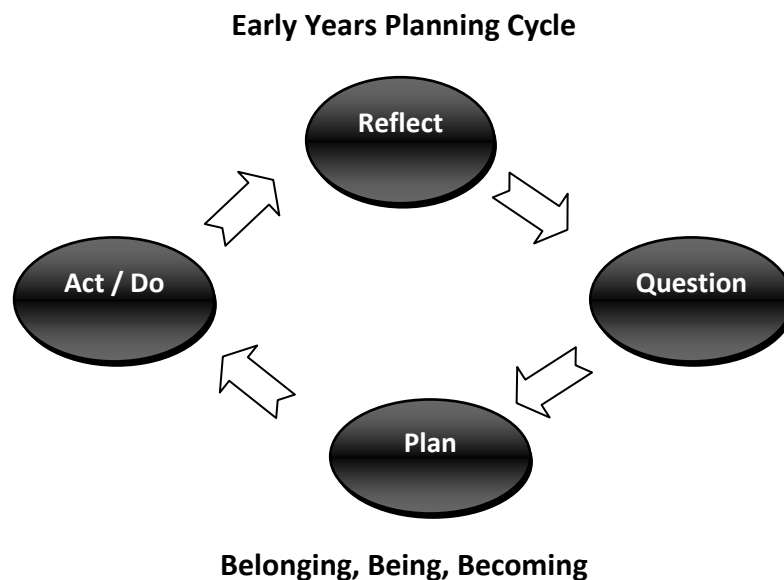
The Early Years Planning Cycle: Reflect, Question, Plan and Act is the framework on which our early learning experiences are based.

As your child grows and develops, we recognise that their needs, wants and abilities change.

Individualised programs ensure that your child has a positive attitude to life-long learning.

Our curriculum incorporates pedagogical principles and processes from the Early Years Learning Framework, combining experiences that assist children to be confident and involved learners.

Working in partnership with families our daily program is filled with play based learning providing the children with opportunities to learn as they create, discover, improvise and imagine.





Getting Ready for School - A fully integrated school readiness program

As your child approaches school we ensure they are ready for this important transition by integrating a school readiness program as part of their daily experiences.

Tweed Heads Kindy Care and Educational Centre educators have developed an extensive school readiness program that ensures that the transition to your child's school of choice will be a smooth and happy one.

Our program encourages independent learning.

We provide experiences and activities that are driven by the interests of our children, focusing on their skills and development and assisting them to achieve realistic goals.

By using the Early Stage One Outcomes from the NSW Board of Studies, we aim to give the children the necessary skills to work towards achieving these outcomes, within a stimulating and fun environment where learning opportunities are planned using a play based approach.

The School Readiness program incorporates pre-writing and reading skills using the latest technological resources as well science experiments and maths concepts where children can learn about the world around them as well as exploring and learning key life skills.

For you as a parent we hold Parent Information Events throughout the year to give you further incite, and to keep you up to date with your child's School Readiness program.



Practical Information

Hours of Operation

Tweed Heads Kindy Care and Educational Centre opens at 7.00 am to 6.30pm each day. We are closed on all gazette public holidays. Most of the educators work a 10-hour day so please arrive on time for pick up. We would recommend that you arrive a few minutes early to talk to educators and gain some feedback on your child's day.

Fees

Fees must be paid for every day your child is enrolled, including public holidays and when your child is sick or on holidays.

A full daily fee is charged regardless of the number of hours your child attends. Fees are to be paid a week in advance. Fees must be paid by Centre pay or direct debit or credit card via the Ezidebit payment system. Please refer to our enrolment information for further details on fee payment.

If you wish to change the number of days your child attends the centre, we will of course do our best to accommodate you. However we cannot guarantee that we can meet your requirements. We require one week's written notice for any changes to enrolments.

Sign In/Out Sheets

It is extremely important for safety and legal reasons to sign your child in and out each day. If an unfamiliar person is collecting your child, it is your responsibility to inform your child about this change. It is also important for you to include the times of arrival and departure to assist us in ensuring that the correct educators/child ratios are maintained.

Late Collection

The Centre closes at 6:30 pm. If you know that you may be late collecting your child please inform us as soon as possible. If the educators have to stay longer than their scheduled working hours to look after your child you will be charged a late-collection fee. Parents will receive a separate invoice for late fees. Late fees are as follows: \$20 for the first 15 minutes and then \$1 a minute thereafter. This goes towards reimbursing educators for their time and any out-of-pocket expenses incurred. There is a late-collection fee form available in the parent information area along with a copy of our late pick up policy. Please note that three occurrences of late collection of a child may result in the child's enrolment being reviewed. We advise you to make yourself aware of the details of this policy.

Collection Authorisation

When you complete our enrolment form you will need to fill out a section on people whom you authorise to collect your child. Educators must be informed of changes to normal collection routine in writing.

If educators have not met the person collecting your child, they will be asked to present photo identification. Educators will not allow your child to be collected by someone you



have not nominated. People under 16 years of age will not be allowed to collect a child from the centre.

In an emergency if someone other than a person listed on your signed “Authority to Collect” document is to collect your child, you must inform us in writing.

Open Door Policy

Tweed Heads Kindy Care and Educational Centre operates an Open-Door policy and parents are welcome and encouraged to visit their child at any time throughout the day.

Access

If there are any court orders affecting custody of your child, please provide a copy for our records. Educators cannot restrict access if this is not produced.

Safety & Security

The following security measures must be adhered to in order to ensure the safety of everyone at our centre. Gates and doors must be kept closed at all times. Furthermore, no visitors are to be let into the centre without informing the Nominated Supervisor or the Certified Supervisor.

Emergencies

In the case of an emergency we will attempt to contact the child’s parents/guardian first, but if you are not available we will contact the people you have designated as your alternative contacts. If no one at all is able to be contacted, the Nominated Supervisor or the Certified Supervisor will take responsibility for any action to be taken. This may be calling your family doctor or an ambulance.

Emergency Evacuations

Emergency evacuation procedures are clearly displayed in each room and at the entrance/exit to the centre. These procedures are practised every three months to ensure that everyone is familiar with them should an evacuation prove necessary.

Updating Information

It is ***your responsibility*** to inform us of changes to your details as it can affect the service we provide for you. Any changes to phone numbers, addresses, or authorised persons to collect your child must be communicated to the Nominated Supervisor or the Certified Supervisor. If circumstances in your home life change that may affect your child’s behaviour or routine, this information may be useful for our educators in their day-to-day dealings with your child. Please keep the Nominated Supervisor or the Certified Supervisor up to date with any changes.

Confidentiality

Tweed Heads Kindy Care and Educational Centre respects families’ rights to have their and their child’s information kept confidential. We also respect all individuals involved in the centre confidentiality of personal information. See Tweed Heads Kindy Care and Educational Centre confidentiality policy for further information.



Settling your child into the centre

Settling your child into the centre may not occur overnight. It depends on the child as to how long the process will take, but consistency and positive attitude by both parent and educators will help this process along. Here are some suggestions:

- When you feel it is time for you to leave, please say Goodbye. Don't walk away when he/she is not looking as this is confusing for your child.
- Tell your child you will be back later, children need to know that even though their parents have left they will also return.
- Let one of the educators in the room know you are leaving so that they can give a little extra comfort to your child if necessary.
- When picking up your child at night try not to rush in and out. Your child needs to know that you like being at the centre. Take an interest in their activity, join the activity, and spend some time just feeling comfortable here.

It is normal that your child may react in some negative way to starting day care. They may be reluctant to come for a while. If so, please tell us about it. Our experienced educators are always on hand and will do their best to help your child settle.

Mobile Phones

All mobile phones need to be switched off while you are in the centre. When dropping off and picking up, your child needs to be your main focus. Mobile phones ringing and work conversations can disrupt the program and cause distress among the children.

Transition

When a child makes the transition from one room to another, our aim is to make this as stress-free as possible for all involved. The transition is made gradually and at the child's pace. The decision to move a child into the next room is based on the child's level of development, for example their emotional development, self-help skills, etc, along with the availability of a space in the new group. You will be notified of the impending change. When, in consultation with the family, it is decided that a child is ready to move from one room to the next, you will be introduced to the Educators in the next room and informed about the routine.

Children's Illness

It is Tweed Heads Kindy Care and Educational Centre's policy that sick children do not attend the centre. If your child is sick he/she requires the care and comfort only available in the home environment. A child must be kept at home if they have any illness that is or may be contagious. Please see Appendix for details.

If a child becomes ill during the day or a contagious disease is suspected, parents will be contacted. Parents may be asked to collect a child if the Nominated Supervisor or the Certified Supervisor Centre considers that he/she is too ill to remain at the centre or is at risk of infecting the other children and/or educators. The child will only be able to return to the centre with a note from the doctor.



Administration of Medication

If a child requires medication and a doctor has sent a letter saying they are fit to attend childcare, then we will administer a maximum of two doses per day as long as it is prescribed by the doctor.

Appropriate 'Medication Authorisation' forms must be completed and signed by the parent. Medication must be handed to educators.

If your child requires ongoing medication, divide it into two bottles so that one bottle remains at the centre. (The original bottle must be left at the centre. Medication can only be administered from its original packaging.) Medication of any kind must NOT be left in children's bags at any time. Parents must inform the Nominated Supervisor or the Certified Supervisor of any medication given to their child in the 24 hours prior to attending care this includes Panadol / Nurofen.

Immunisation

Tweed Heads Kindy Care and Educational Centre is required to maintain up-to-date immunisation records for all children attending the centre.

Please supply proof of immunisation and inform your centre of any updated immunisations.

Sun Protection

It is your responsibility to apply sunscreen to your child before attending Tweed Heads Kindy Care and Educational Centre. We will ensure that SPF 30+ broad-spectrum sunscreen is applied to exposed areas of skin when necessary. The centre will provide your child with a suitable sunhat for outdoor play at the centre. To promote SunSmart awareness Tweed Heads Kindy Care and Educational Centre has a NO HAT – PLAY IN THE SHADE policy whereby children without hats remain in covered/shaded areas during outdoor play.

Clothing

Please provide suitable play clothes, appropriate shoes, a hat and at least one change of clothes each day. Educators will always ensure that children wear protective clothes during 'messy' activities, but occasionally children still get dirty and sometimes clothes may be stained. To protect the clothes without inhibiting his/her play and creativity please dress your child in sensible play clothes each day, not 'best' clothes.

Please label all clothing – the centre does not take responsibility for loss of or damage of clothing.

Personal Toys

Please avoid bringing precious toys that could get lost or broken. Toys such as masks, super heroes and guns are discouraged as we feel they promote aggression and antisocial behaviour. Comfort toys are welcome.



Meals

At Tweed Heads Kindy Care and Educational Centre parents are asked to supply their children their lunch, (sandwiches or food that can be heated) two pieces of fruit and a drink bottle with only water in it, (we ask that your child does not bring fruit juice poppers, milk or cordial), as the centre supports the NSW Health initiative called 'Munch and Move' which encourages children to drink water and eat more fruit and vegetables.

Morning and Afternoon Tea is a shared fruit platter followed by yoghurt (the yoghurt the centre provides) in the morning and crackers and cheese or children's vegemite (salt reduced) in the afternoon. Any variations to the menu for morning or afternoon Tea will be displayed in the front office.

Birthdays/Celebrations

Your child's birthday is a very important part of our regular celebrations at the centre. With your approval we will celebrate this with a simple cake. (Please speak to educators for details) If there are any other special occasions you would like us to celebrate with your child please speak to the Nominated Supervisor or the Certified Supervisor.

Excursions

Although we prefer to provide most of the children's experiences within the centre, sometimes excursions are organised as part of our program for the older children. When planning an excursion the children's abilities and interests are always taken into consideration.

These will require special permission slips. Strict Educators/child ratios are always adhered to and safety standards maintained. The help of parents to accompany may also be requested and your support is always appreciated.

Communication

Open communication between educators and parents is essential for the effective care of the children. Times at the beginning and end of the day are ideal for the sharing of information. There are various notice boards in strategic places around the centre for your attention, as well as fortnightly 'What did you do on the Weekend Form' and 'What learning is Happening at Home', monthly newsletters and email updates. Your child's room also has programming information displayed. We have a parent information area set up within the centre, which is stocked with great information on a variety of topics. Please help yourself, and ask if there is information you would like us to make available to you. Educators welcome your comments and questions.

Each child's information is also available to parents online via a secure login. This gives parents access to their child's observations, learning outcomes, developmental information and program. Parents also have the opportunity to give direct feedback and see photos of their child's group experiences. Parents need to complete a permission slip which is included with the enrolment information in order to be able to access their child's information.



Photographic Diary

The Preschool Room provides a daily photographic diary of the group's activities. This allows you to follow your child's daily activities.

Enquiries & Information

If you have, at any time, enquiries, concerns or grievances we suggest you speak to the Educational Leader of your child's room. If you are not satisfied after this please make the Nominated Supervisor aware of your need for a discussion. She will make the time to speak with you about your concerns and follow up with any action as necessary.

Policies and Procedures

Over time the educators and parents at Tweed Heads Kindy Care and Educational Centre have developed a manual of policies and procedures that enable the centre to function smoothly and effectively. These are constantly updated as required.

Child Care Benefit and Tax Rebate

To register for childcare benefit you first need to contact the Family Assistance Office on 13 6150 and request CRN's (Customer Reference Numbers) for yourself and your children if you don't already have this set up.

You then need to provide us with the CRN's and Dates of Birth for yourself and your children.

These details are then submitted to the DEEWR (Department of Education, Employment and Workplace Relations) with your attendance on a weekly basis.

The government will then provide any applicable CCB, and fees will be adjusted on your next Invoice / Statement.

CCB - CHILD CARE BENEFIT

Child Care Benefit (CCB) is a payment from the Australian Government that helps you with the cost of your child care. You can get CCB if you are a parent, foster parent or grandparent with a child in your care who is attending child care services approved by, or registered with the Government. You can get Child Care Benefit if:

- you have a child in your care who meets the immunisation requirements (or has an exemption)
- you or your partner (if you have one) meet residency requirements (or have exemption)
- you meet the income test

CCR - CHILD CARE REBATE

The Child Care Rebate (CCR) helps working families with the cost of child care and covers 50% out-of-pocket child care expenses. There is no income test for the Child Care Rebate. There are certain requirements you must meet to get the Child Care Rebate.

You must have:

- used approved child care during the year
- been eligible for CCB (entitled at a rate of zero or more)
- passed the CCB work, training, study test (for purposes of the rebate)



Calculation of fee reductions

The Family Assistance Office will calculate your CCB reduction based on the attendance information provided by Tweed Heads Kindy Care and Educational Centre and the latest family entitlement information recorded on their system. Tweed Heads Kindy Care and Educational Centre is not responsible for calculating any rebates or reductions.

Frequency of payments

CCB - Your CCB fee reduction payments will be made by the Government to Kindy Care, once your attendance information has been received and processed. This payment is based on the care used and your entitlement. You can choose either a weekly fee reduction or lump sum payment of CCB.

CCR - Weekly/Fortnightly or Quarterly payments will be paid into your nominated account once we have sent the Family Assistance Office your childcare usage / attendance details. If you choose to claim CCB as a lump sum payment, you will not receive your CCR entitlement until the end of the year.

For further information contact the Family Assistance Office on 13 6150 or visit www.familyassist.gov.au



Tweed Heads Kindy Care and Educational Centre Parent Handbook

AUTHORITY TO COLLECT CHILDREN

I authorise the management of Tweed Heads Kindy Care and Educational Centre to hand my

Child/children _____

to _____

on _____ day _____ date.

Signed _____ Dated _____

Name of person collecting child _____

Description _____

Identification _____

Driver's Licence _____

Medicare Number _____

Other _____