



Mingenew
Education & Care
A place of fun, friendship and learning

Parent Handbook

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Mingenew Education & Care

A place of fun, friendship and learning

The Mingeneew Education & Care offers affordable quality care, where you can leave your child with the confidence in knowing that they are cared for in a fun, educational and loving environment.

Our centre runs under the Education & Care Services National Regulations 2012 and is regulated within Western Australia by the Education and Care Regulatory Unit. A copy of these regulations along with the Act are available upon request for parents/guardians to read.

A copy of the centres Policy Manual is kept on the premises for families to read. Families may be asked to contribute to updating and/or reviewing a particular policy. Your input is valuable in this area as these policies dictate how the Centre and staff operate.

Please take time to read through this handbook as it will provide you with the information you need for the care of your child while at the centre.



Management Structure

Mingenew CRC

President - Helen Newton

Coordinator - Candice Lupton

Admin Manager - Di Morgan

Nom Supervisor - Christine Toussaint

Trainee - Emma Passmore

Phone Numbers

Centre - 9928 1081

Mobile - 0439 025 164

Mingenew CRC - 9928 1264

Education & Care Regulatory Unit - 6551 833

Poisons Info Line - 13 11 26

Dep for Communities - 6551 8700

Dep of Human Services - 13 61 50

Staff

Our centre is staffed by fully qualified and trained educators, with years of experience dealing with children.

The centre manager is available to handle all of your queries concerning the care of your child. Please feel free to stop and chat with her when you are at the centre. The office days are Monday and Thursdays, however if you wish to discuss something of a delicate nature please make an appointment time to come in and see her.

Our educators follow the Centre's Philosophy and believe in the importance of providing the best environment possible for children in their care by working in partnership with families, the community and other professionals.

We have an open door policy within the centre whereby you are welcome to visit at any time. However we do ask that you ring first to advise educators so as to ensure the least amount of disruption is caused to routines as possible (for example, rest time is between 11.30am and 1pm approx. so therefore would not be an ideal time to visit). Qualified educators are available for interviews on request.

Nominated Supervisor/Responsible Person

The Nominated Supervisor of the service is the service manager. In the absence of the Nominated Supervisor we will appoint a certified supervisor as the Responsible Person for the Service. This would occur in the event the Nominated Supervisor was;

- On leave such as unpaid, annual or sick leave
- On sick leave for more than two consecutive days

Hours of Operation

The Centre is open Monday to Thursday 8am - 5pm

Ratios

Staff Ratios are set by the Education & Care Regulatory Unit and Australian Children's Education & Care Quality Authority. At least 50 per cent of the educators who are required to meet the relevant educator-to-child ratios for the service must have, or be actively working towards, at least an approved Diploma level education & care qualification; and all other educators who are required to meet the relevant educator-to-child ratios must have, or be actively working towards, at least an approved certificate III level education and care qualification.

The current regulations state the following ratios -

- 0-2 years... 1 adult to every 4 children
- 2-3 years... 1 adult to every 5 children
- 3-5 years... 1 adult to every 10 children

Photos

Photo's of children will be taken for display purposes within the centre. These will be captured with digital cameras. All images will be deleted once photos have been printed.

We may at times include photo's in newsletters or advertisements for the centre. The centre has permission forms for parents to fill in to allow us to display images of your child. If you do not want your child photographed, please fill in the form and let the nominated supervisor know.

Due to child safety concerns, we will not post images of childrens faces on Facebook. We will provide updates to parents via the page.



Our Philosophy

Mingenew Education and Care strives to achieve the highest standards possible under the Early Years Framework by providing the children in our centre with an honest, fair, inclusive and achievable approach that best promotes the children's learning development.

Our objective is to engage and guide the children with stimulating, positive experiences and interactions within a loving, warm, nurturing and respectful environment.

We believe that all children should be treated with equality and respect and we encourage them to share their culture, language and home experiences.

We welcome parent involvement and interaction with decision making, event participation, feedback and contribution to the program.

Our children and their families are the stakeholders and we look to their interactions, explorations, skills, abilities and suggestions for our everyday practice.

We aim to embed sustainability through education, information and environmental awareness.

Our educational program promotes indoor and outdoor play, art/craft, music, stories, dress-up, singing and dancing, role play and interactions with peers, educators and community services/members/professionals.

Our centre is equipped and maintained to the highest standard in keeping with creating environments conducive for free playing using natural resources where possible, educational programs and skill development.

We nurture and foster positive experiences throughout the day to ensure children have a sense of belonging. We recognise that by establishing trusting relationships with each child and forming positive partnerships with families lays the foundations for individual children to reach their full potential.

Our Goals

- Educators will adopt a guidance approach with each child by allowing children time to explore and experience at their own pace and in their own time.
- Educators will provide a non-discriminatory environment that encourages respect for all children and their families, regardless of race, colour, gender, family background, disability, religion or culture.
- By recognising and promoting the individuality of the child, educators will assist children to make healthy choices to further develop self-esteem and self-worth.
- Educators will assist children to understand how they are feeling, why they are feeling and what they can do to feel better.
- Children will be given a range of interesting and developmentally appropriate play and creative experiences. These will be open ended activities that focus on the process not the product.
- Educators will recognise the importance of family by actively seeking family input into all aspects of the centre.
- Educators will work with professionals and persons from the community to further develop their knowledge and skills in relation to the children in their care.
- Educators will work both independently and as part of a team to promote the philosophy, vision and culture of the centre.
- Educators will be actively involved in maintaining their professional development by attending in-services, network meetings and by keeping up to date with changes within the industry.
- Educators will uphold all Occupational Health and Safety requirements and will develop an understanding of the Childcare Regulations and Accreditation Principles.

Enrolment Procedures

Australian Government Priority of Access Guidelines

Children will be accepted into the centre according to the following three levels of priority -

- 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

Under these main categories priority will also be given to the following children -

- Children of Torres Strait Islander and/or Aboriginal families
- Children in families that include a disabled person
- Children in families on low income
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents

If the centre is providing care for a priority 3 child under the Access guidelines, the child may be asked to leave the service in the event a higher priority child requires care.

Permanent Bookings

With a permanent booking your place is guaranteed, it is not available to any other child. Permanent bookings are slightly cheaper because they cover all public holidays, sick and absent days etc. This means that if your day happens to fall on a public holiday then payment for that day is still required. One week's notice is required for any change to a booking or cancellation of a booking. **Fees must be paid one week in advance.** There is a discounted fee for permanent bookings over holidays.

In an **emergency** situation we will always assist to best of our abilities

Arrivals and Departures

Upon arrival, staff will be there to greet you and assist your child with putting their bags away etc. Once your child is settled please take the time to fill out the daily attendance sheet and discuss with the educator any special needs your child may have for the day e.g., medication, who is picking them up, news for the group and so on. Please do not leave your child inside the door without a staff member knowing they have arrived.

If a different person is picking up your child that day, please advise the staff. If they are not an authorised person please complete an authorisation form. If during the course of the day you realise you will not be able to pick up your child so have organised another person to do so, you will need to ring the centre and notify staff. If possible please fax authorisation stating persons full name and your permission for them to collect your child. Identification will be required by this person.

Children cannot be collected by anyone under the age of 18 years or by an unauthorised person.

Attendance Records/Absentees

It is the parent/guardians responsibility to record the time of arrival and departure of the child in care. Absences from the care need to be written on the attendance sheet and initialled by the parent guardian. Please write the exact time.

Please note that if you do not sign your child in/out you cannot claim the Centrelink Benefit and therefore will be required to pay full fees for that day.

Termination of Care

When terminating your child's care, one week's notice is required in writing, or one week's fees are to be paid in lieu of notice.

Families who are continually late or in arrears of payment, may find management will review their child's place.

Childcare Assistance - Record of Allowable Absences

Families are eligible for 42 days of allowable absences for each child per calendar year. Days which count as allowable absences are any casual absences and absences caused by holidays or illness.

Late Collection

Parents/Guardians, who are unavoidably detained and are unable to collect their child at the negotiated collection time, must contact the centre to advise of their lateness and of their expected arrival time. If a parent/guardian is unable to collect their child prior to closing time they should arrange for another responsible adult to collect the child. If this person is not on the enrolment form, written authority needs to accompany the person collecting the child.

If the parent or guardian has not contacted the centre, and the child has not been collected 10 minutes after the negotiated time, the centre will attempt to phone the parent/guardian or if this is not possible, telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection.

If no-one can be contacted and the child has not been collected 30 minutes after the centre's normal closing time, Crisis care or the local Police Station will be contacted and asked to take responsibility for the child. A notice to this effect will be posted on the centre's entrance with the relevant contact telephone numbers.

A late fee will apply to any families who have not collected their child by the closing time of the centre. The fee is **\$20 for the first 15 minutes (regardless of how long) per child after 5pm and \$1 per minute after that.** This fee is at the discretion of the staff member closing the centre.

In the event that the child is not collected by the child's parent/guardian or an authorised person, or where the child is in care for more than 18 consecutive hours, the Education & Care Regulatory Unit or CEO will be notified as soon as practicable.

Fees

We operate 9 hours per day		8am - 5pm
Full day	\$84	8am - 5pm
Half day	\$61	8am - 1pm / 12pm - 5pm
Before school	\$10	8am - 8.30am
After school	\$30	3pm - 5pm
Casual Fee	\$99	No Booking Required (permanent bookings have preference)

Fee Relief

Child Care Benefit (CCB) is available through the Department of Human Services. This is a percentage for each family, calculated by the Family Assistance Office.

It is the responsibility of the parent to apply for this before commencement of care. CCB is re-assessed yearly and it is the responsibility of the parent to ensure this is up to date. Full fees will be charged if CCB is cancelled.

The Department of Human Resources phone number is 13 61 50

If you are unsure of how CCB and CCR work please speak to the staff at the Centre or at the CRC.



Payment of Fees

Our preferred method of payment and the most popular is Ezidebit. Payments are direct debited from your account either weekly, fortnightly or monthly. These can be altered at any time by the staff to cover extra days, fee increases/decreases etc. The centre absorbs all costs and Ezidebit do not charge customers any fees for this service.

This method is easy to set up, just fill out the Ezidebit form and direct debits will start as soon as you request them.

We can also accept direct deposits. Please see the staff at the CRC for our account details. Please put a not of daycare and your family name when transferring payments.

Statements are mailed/emailed on Friday afternoons.

Fees paid during Absences

Please notify the staff if you are planning holidays. A discounted holding fee will be charged to your account. This ensures your child's place is secure at the centre while you are away. The staff will be pleased to discuss any issues with you regarding this fee.

Termination of care

If parents/guardians wish to withdraw their child/ren from the centre the following termination requirements apply:

- The service requires two (2) weeks notice in writing advising the service their intent to cease care, failure to comply in charges of care regarding the withdrawal period being added to the families final account, please be aware that in this instance the family would not be entitled to claim any government rebates and be liable for full fees.
- Accounts arising from cancellation of direct debit facilities to avoid termination notice period fees will be placed with a debt collection agency for action

Nutrition

Please make sure that any food allergies, strong dislikes and special dietary requirements your child might have are recorded on the enrolment form and discussed with the staff.

To ensure the safety of all the children in the centre, we request families refrain from supplying their child with packed nuts or products containing nuts in their lunch box.

As part of our commitment in preparing children with lifelong skills for healthy living we discuss healthy food choices within the children's program. Therefore we seek your cooperation in this regard. Ways you can support the centre is to pack left over home cooked meals, sandwiches, salads, baked beans, small tins of tuna, cold meats etc. in your child's lunch box, along with fresh fruits, cheese, yoghurt, boiled eggs or the like.

Please refrain from supplying pre-packed foods high in salt, fats, sugars, artificial colours, flavours and additives. Good wholesome foods assist in child development, aids in concentration and provides energy to sustain children in their play-learning.

We ask that you provide a sipper cup or water bottle which will be replenished with fresh water throughout the day. Only water is offered to quench children's thirst during the day. Cordials, fruit juices and fizzy drinks will be returned at the end of the day.

Please ensure your child is supplied with an adequate amount of food for the day, i.e. morning tea, lunch and afternoon tea.

Parents are asked to ensure their babies bottles are fully made up with formula or milk, and the child's name clearly written on all parts of the bottles. It may be a good idea to leave extra milk in case more is required.



As part of our program for diversity, theme days and sensory awareness, theme food are sometimes offered to children. Parents will be invited to give authorisation for providing such food to their child/children.

Requirements for your child.

0-2 years

- At least 6 nappies per day
- Any creams used for nappy rash etc.
- Formula for babies or milk for those no longer on formula
- Bottles
- Two complete changes of clothes (suitable for weather changes)
- Comforter for sleep time, if one is used.
- Hat (named)
- Blanket (if required as a comforter)
- Bag
- Baby Wipes (to be left at centre and replenished when needed)
- Sippy cup
- Lunch and snacks for during the day.

2-3 years

- 4 nappies if required or 1 sleep time nappy
- 6 spare pairs of underwear or training pants
- Bag
- 2 changes of clothes (suitable for weather change)
- Hat (named)
- Blanket or comforter if required for nap time.
- Lunch and snacks for during the day
- Water bottle

3-5 years

- Hat (named)
- Blanket or comforter if required
- Lunch and snacks for during the day
- Water bottle

Please label all of your child's clothing and bottles. Anything that is not labelled can be found in the lost property box. Please be reminded that we do not accept any responsibility for any toys bought from home that are lost or damaged.

Toilet Training

The decision of when a child is ready to begin toilet training is left up to the parent/guardian.

However, if educators feel that a child is ready then they will work closely with families to ensure the child's toileting practices at the centre do not conflict with the practices at home. Once your child begins toilet training we ask that you supply 4 pairs of training pants clearly labelled with your child's name. Please feel free to talk to staff if you have any concerns regarding toilet training.

Comfortable Clothing

Please dress your child suitably in clothes that do not restrict their enjoyment or participation at the centre. Your cooperation in implementing our sun safe policy is most appreciated, therefore we ask you refrain from dressing your child in singlet type tops, shoestring dresses etc. Shirts with collars or light weight sleeved tops are best in summer months to protect their skin.

Your child will also require a bucket style or legionnaires style hat for outside play.

Please dress your child in clothes that you do not mind getting grubby with paint, mud, sand or glue. We do provide aprons but clothes still get stained. You will also need to supply an extra set of clothes in your child's bag to change into should the need arise. We recommend that at least two pairs of underwear are included.

Your child's bag and personal belongings should all be carefully labelled to minimise loss of items. If your child is accidentally sent home with something that does not belong to them, we ask you to return it the next day.

Guiding Children's Behaviour

Learning appropriate behaviour is part of your child's social development. Our staff aim to help children to be responsible for their own behaviour and develop an understanding of what is appropriate in different situations.

You are encouraged to discuss your child's behaviour with staff at the centre to ensure consistent behaviour expectations between home and the centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.

Children will be encouraged to settle their differences in a peaceful manner. The staff will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion and by providing enough equipment for all.

In rare cases, if the child has been given every chance to respond positively and if all methods fail to result in an improvement in behaviour, the Nominated Supervisor will discuss the possible cancellation of care with the parent, in consideration of the health and safety of other children in care.

We find the following limits necessary to protect the safety and well-being of every child:

- Respect for other people and their property.
- Leaving the room only under adult supervision or knowledge.
- Walking only inside
- Children are discouraged from throwing sand and toys, and using inappropriate language.

Where necessary, a few minutes sitting away from the group "sit and watch or time to think" to enable the child to reflect on past actions and reinforce positive behaviour. This strategy will be according to the child's age and to the particular circumstance which lead to this measure. No form of punishment will be given and the child will be reminded in positive terms of their expected behaviour.

Behaviour Analysis

If children consistently display unacceptable behaviour the following points will be considered.

The expectations of the child's behaviour are realistic and appropriate to their developmental level.

- The child understands the limits
- There is no conflict between the Centre and home expectations
- The child's needs are being met.
- The child has no impediments which may cause the unacceptable behaviour e.g. Dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress.
- The child is not copying observed behaviour.
- Events at the centre have not encouraged the behaviour.
- Consequences of the behaviour do not encourage it to persist.
- Strategies are consistently followed by all caregivers in contact with the child.

Biting and hitting are normal behaviours in the development of most children, usually caused by lack of verbal communication skills. These behaviours will be dealt with using the same positive behaviour guiding strategies that staff use to deal with other unacceptable behaviour. Parents will be asked to assist staff at times of seen problems and if necessary; with parents permission, outside assistance will be sought.

Birthdays

Children's birthdays are a special day that most families would like us to celebrate. We are happy to celebrate individual children's birthdays. Parents are asked to inform staff of their intention to supply something additional for lunch or afternoon tea and are requested to keep it simple with minimal sweetness. Please keep in mind food allergies and inform staff of all ingredients used in home made food products.

Programs

Our program promotes the individuality of each child and offers experiences to meet each child's needs as well as meeting the other children in the group.

Differences in ethnic backgrounds and cultures and other specific needs are acknowledged and also incorporated into the program.

The staff are responsible for creating an atmosphere and environment which is responsive to the physical, emotional, intellectual, social and special needs of each individual child and to the group as a whole, and reflects the philosophy and goals of the service.

By working with the Early Years Learning Framework we ensure the program is child centred, and takes a 'hands on' approach, with staff acting as facilitators who create an environment and experiences that are stimulating, safe, nurturing and fun.

The program will include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual staff/child interaction, individual and group interests, children's special needs and be flexible enough to allow for spontaneity and the unexpected.

Outcomes

The program is based on our Curriculum of the Early Learning Years Framework and Outcomes are-

1. Children have a strong sense of identity
2. Children are connected and contribute to their world
3. Children have a strong sense of well being
4. Children are confident and involved learners
5. Children are effective communicators



Communication Books

Each child will be given a communication book to help keep both the parent/guardian updated about the child's day at the centre and to inform staff about the child's time at home.

Please use this to communicate any concerns or matters regarding your child.

Parent/Guardian Input

We invite parents to have an input into the centres program development, especially in relation to multicultural issues, music and story telling. Volunteers are welcome at the centre to help entertain children, such as storytelling or helping with arts & crafts.

Volunteers will be required to have a working with children's check.

Parents and families that wish to visit children at the centre are welcome, however they must be on the authorised person list for that child, have written permission from the parent/guardian and must notify the centre prior to visit.

Grievance Procedures

The centre encourages positive relations between all parents and staff. Every parent has the right to a positive and empathic response to their concerns. All attempts are made to resolve disputes, issues or concerns parents/guardians may have. All grievances are handled in a prompt, efficient and courteous manner that is fair to all concerned.

Please make an appointment to see the Nominated Supervisor to discuss your concerns. Discussions will remain confidential. If you are not comfortable with this contact management at the CRC or put your concerns in writing, addressed to management. We will take every step possible to resolve the issue.

If you would like a copy of our grievance procedure please ask staff at the centre.

Exclusion - Illness or infectious Disease

Children and staff with any infectious illness shall be excluded from the centre in accordance with the National Health and Medical Research Council guidelines. In case of serious ill health or hospitalisation, the child/staff can return once a medical clearance certificate from the doctor has been issued.

A child who has any of the following symptoms cannot be admitted to the centre:

- ear, eye or discoloured nasal discharge
- an undiagnosed rash
- high temperature (above 37.5 °c)
- infectious cores or diseases (children need a doctors clearance before returning to the centre)
- vomiting and/or abnormally loose bowel actions for that child (exclude for 24 hours after last bout)
- any obvious signs of ill health (children with asthma - obvious difficulty breathing, barking cough, rib retraction etc)

Exclusion diseases include:

- | | |
|----------------------------|-----------------------------|
| - Chicken Pox | - Measles |
| - Conjunctivitis | - Meningitis (bacterial) |
| - Diarrhoea (gastro) | - Mumps |
| - Hepatitis A | - Ring Worm (body or scalp) |
| - Rubella (german measles) | |
| - Whooping Cough | |
| - Scabies | |

Immunisation

The Health Department recommends that all children be immunised against infectious disease. Immunisation forms must be signed on enrolment and a current copy of the child's immunisation record must be provided. As at 27 April 1998, children who are not immunised do not receive Childcare Assistance unless prior arrangement has been made with the Family Assistance Office.

Medication

Parent/guardians should consider whether their child, who requires medication, is well enough to be at the centre, and to keep the child at home if unwell.

Medication forms containing the following information are to be filled out and signed by parents/guardians on the day on which medications are to be administered.

- the name and expiry date of the medication
- the date and time medication to be administered
- quantity to be administered
- name of staff administering
- name of person verifying dose
- any instructions concerning the administering of the medicine
- parent/guardian signed authorisation to administer

Wherever possible, medication should be administered by parents/guardians at home. However this will not always be feasible. Therefore to ensure children's safety and welfare, the giving of medication at the centre will be strictly monitored. Medication at the centre will only be administered by the centre staff if;

1. It is prescribed by a doctor and has original label detailing the child's name and required dosage.
2. The parent/guardian has signed the authority to give medicine form.
3. Medication must be given directly to staff and not be left in a child's bag. All medications must be clearly marked with the child's first and last name.
4. Before administering medication, the qualified staff will verify name and dosage with other staff. After administering the medicine the qualified staff will fill in and sign the Authority to give Medication Form.
5. Asthma action plans will be filled out by doctor or health professional then discussed between parents/guardians and staff, and will be recorded for the staff to follow.

Accidents

In the event of an accident, the Accident/Incident Report Form will be filled out and signed by the staff member. The form will then be placed on the child's sign in/out sheet for the parent/guardian to sign.

Parents/Guardians are required to provide written authority (included in enrolment form) for staff at the centre to seek medical attention for their child if required. Centres policies and procedures are followed at all times in the event of accidents and incidents.

Emergency Procedures

Children and staff will participate in regular (every 3 months) emergency fire and emergency evacuation drills. Any parents/guardians in the centre at the time of the drill will be asked to follow the instructions of the educators in moving to the emergency exits and staying with the group.

Staff are all informed of emergency procedures and emergency exits are displayed prominently.

Onset of illness at the Centre

If a child becomes unwell whilst at the centre, the parents/guardians will be notified and asked to pick up the child and remove him/her from care as soon as possible.

If parents and/or emergency contacts cannot be contacted or cannot collect the child, a non contact staff member will look after the child or, if necessary, a relief staff member will be employed to care for the child. This is to ensure the child can be properly cared for, away from the other children (thus reducing the risk of spread of any infection), and the required staff:child ratios are maintained for the remainder of the children in care. This information will be provided to parents at time of enrolment.

If medical treatment is required urgently the child shall be taken to the Silverchain Nursing post for attention. All medical and ambulance costs are the responsibility of the parent/guardian.

Head-lice

In the event your child presents with head-lice at the centre, parent/guardians will be contacted. Parents are asked to keep their child at home until they have been treated, so as to reduce the risk of other children catching them.

It is recommended that treatment is repeated 7 days after the first treatment. It is also recommended to wash all hats and bed linen to help prevent recurrence.

If you are unsure of the best way to treat your child, please ask the staff at the centre for advise or for some information.

Head lice treatments can be purchased at the IGA, from the School or from chemists in neighbouring towns.



Records

To provide and efficiently run the service that meets accountability requirements, the centre will keep all confidential records in a secure place for the period of time required under the Education & Care Services National Regulations 2012. Access to these records will only be given to authorised persons permitted under the Act or any other law, or written permission of the person or in the case of a child a parent of the child, to whom the information relates.

Limits to be encouraged in the Children

- The children are encouraged to walk and use quiet voices inside
- The children are encouraged to use toys for the purpose they were designed for and respect all equipment, e.g. shovels for digging not as weapons or war toys.
- The children are encouraged to remain seated when eating and drinking and when using the scissors.
- Children are encouraged to help with packing away and cleaning up.
- Children are encouraged to keep sand and sand-pit toys in the sand-pit.
- Children must wear hats outside and have sunscreen applied before going outside. The 'why' is explained to them.
- Children are encouraged, appropriate to their level, to take turns and share.
- Children are encouraged not to throw sand or toys, and the danger of this is explained.



Role of the Parent/Guardian

Time and Recording of arrival

Parents must complete the Attendance Timesheet on arrival and departure. Please write the exact time you drop off and pick up your child and initial.

Leaving your child

Please help to make the transition from home to day care as easy as possible for your child.

- Leave your child with the carer and please don't leave without saying goodbye, as it is distressing for your child to find you are suddenly gone.
- Once you have left your child, please don't keep coming back, as it can distress your child more. Most children do not remain upset for long after the parent has gone.
- As it does take some children longer to settle into strange situations, please persevere with bringing your child, making it as positive an experience as possible.
- Where necessary the staff will work with parents to set up a farewell routine for children who have difficulty separating from parents. This helps to make the transition smooth and predictable for the child. Please talk to the qualified staff at the centre if you are interested in this.

Parents are welcome and encouraged to contact the centre during the day to see how your child's day is, regarding how they have settled, and what experiences they have participated in etc.

If you have any questions please don't hesitate to talk to the staff or ringing the centre.

