



Parent Handbook

Address 70 Laughlin Street Kingston Q 4114

Office and Administration Ph: (07) 3208 2007 After School Care (3pm-6pm)Ph: 0434 724 497

Email: rochelle.bevan@groves.qld.edu.au

Opening times

Before School Care: 7am-8:30am (held at the ELC) School Term Time

After School Care: 3:00pm-6pm School Term Time

Vacation Care: 7am-6pm School Term Holidays *excluding pupil free days*

Office Hours: 8am-5pm Monday to Friday

Welcome to our Service.

The Parent Handbook outlines important information you will need to be aware of while you are a part of our Service family. It is important that you read over this booklet and ask questions about matters you do not understand. You will find a form at the back of this booklet which you must sign and return to the Service to indicate that you have read the information in this booklet and your enrolment pack.

Our Policies

All our policies are available in the policy folder located next to the sign in sheets. Please feel free to look and provide feedback on our policies at any time.

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Introduction

Welcome to Groves Christian College Before and After School Care. Our aim is to provide a secure and happy environment where children can collaborate with Educators to develop their intellectual, social, emotional, physical, aesthetic skills to become competent and confident citizens, and for you as a parent/guardian to feel safe knowing that your child is receiving the best possible care.

We believe the best way to work with you and your child is by building a **partnership of education and care**. To do this we want you to feel:

Welcomed, recognised, acknowledged and respected by all our Educators.

That your child is really known by, and really knows, the people who care for him or her.

You are given lots of information about what is occurring and are asked for your views.

You are involved in making decisions about your child's experiences.

Your child is happy, secure and engaged.

Your child is not just looked after but really educated and cared for.

Contact Persons

Approved Provider Christian Community Ministries

Nominated Supervisor Rochelle Bevan

Certified Supervisor and Co coordinator Susanna Walsh , Ana Ekueti and Susanna Walsh

Educators Susanna Walsh, Olivia Boca and Gail Bowyer

Educational Leader Rochelle Bevan

Regulatory Authorities

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (or other Approved Framework) and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the new national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in our State/Territory. To contact our Regulatory Authority, please refer to the contact details below –

Queensland

Office for Early Childhood Education and Care Department of Education, Training and Employment

www.education.qld.gov.au 1800 637 711, eccec@dete.qld.gov.au, PO BOX 15033 CITY EAST QLD 4002

Education, Curriculum and Learning

We will be following My Time Our Place, the framework for School Aged Children as per our Education, Curriculum and Learning Policy.

Our Educational Leader is Rochelle Bevan.

We will use the relationships children have with their families and communities to build the curriculum, working in partnership with parents and collaboration with children, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

Our service is committed to the My Time Our Place Framework which aims to maximise and develop children's potential for a strong foundation for future success in life.

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2: CHILDREN ARE CONNECTED WITH AND CONTRIBUTE TO THEIR WORLD

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

OUTCOME 3: CHILDREN HAVE A STRONG SENSE OF WELLBEING

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

OUTCOME 4: CHILDREN ARE CONFIDENT AND INVOLVED LEARNERS

- Children develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children use a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

OUTCOME 5: CHILDREN ARE EFFECTIVE COMMUNICATORS

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children collaborate with others, express ideas and make meaning using a range of media and communication technologies

Grievances, Complaints and Feedback

If for any reason you are not happy with our level of education and care or our environment we want to know immediately. You can discuss this with Educators or write a formal letter. When any matter is raised the Service will be following our Grievance Procedure. All Service policies/procedures are available to parents. Positive feedback is most welcome too.

The Daily Routine

Throughout the afternoon the children will experience a number of different activities which are part of the educational and developmental curriculum operated by all of our Educators. These will be based on the interests, skills and knowledge of the children and include aspects of their culture, family and community.

A nutritious afternoon tea is provided for your child every day. Please notify staff if your child has any special dietary requirements.

Our routine which parents may read, and educators will be happy to answer any questions. There are summer and winter routines which are adapted to the weather conditions.

Services Offered

After School Care

Vacation Care

Before School Care (located at the ELC)

Children

Clothing for Vacation Care

Parents are advised to send their children to the Service in comfortable, inexpensive clothing. The children need to be able to move around during play and should be unimpaired by clothing. While paints etc will come out in the wash, accidents do happen so please don't send your child in expensive or designer clothing. Young children enjoy and need "messy" play with paint, clay, sand, water and mud.

Please label your child's clothing and replace name tags if they fade in the wash. Ensure clothing is suitable for the weather.

Clothing safety

Please do not dress your child in clothing with cords e.g. shorts, hats, as these have the potential to become caught on equipment and may cause serious harm to your child.

Belongings

Please ensure all belongings are clearly labelled including hats, clothes etc. Lost property will be displayed for parent collection. Parent co-operation in labelling assists the Service in keeping your child's belongings together.

It is appreciated if personal possessions are not brought to the Service e.g. guns, toys etc. Any possessions brought must come entirely at the parent's own risk with regards to breakage or loss. A soft toy or security item for rest time is acceptable.

Guidance and Discipline

Educators follow a Behaviour Guidance Policy which extends across the whole Service giving consistency of expectation in all rooms. This policy allows children to develop self-discipline, a respect for others, for property and respect for self.

The policy aims are:-

To give all children the opportunity to expand their experiences of life in a productive, safe environment that allows individuals the right to safety, tolerance, self-expression, cultural identity, dignity and the worth of the individual, along with honesty in dealing with peers and caregivers.

- To be taught to respect the rights and needs of others by foreseeing the outcome of their behaviour and the consequences of their behaviour.
- To encourage the individual social development of each child.

If you require further information on this policy please ask Educators and refer to the policy book.

Parents

We believe the best way to work with you and your child is by building a **partnership of care**. To do this we want you to feel

You are given lots of information about what is happening and you are asked for your views

Communication Communication Communication

What is the best way to communicate with you?

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child. We have many types of communication we use for families in the Service just like you.

Confidentially and Discretion Information received through written and spoken communication with families will be treated with discretion. At any time if you require a **private discussion with our Educators**, please inform us. This can happen face to face or by phone.

What type of communication do you prefer?

- Newsletter
- Phone calls to your work
- Emails
- Letters
- Face to face

You can tell us your preferred way of communicating on page 13.

Ways we communicate news/events at the Service:

- Verbally at arrival and departure times.
- Regular newsletters which will be sent home via the children's individual pockets once a month.
- A notice board where various messages and notices are displayed advertising current issues and upcoming events.
- Occasionally Educators will ask parents to complete short surveys in order to maintain up to date records and seek parent feedback on various topics.
- Policies will be regularly reviewed in a variety of ways (sign in area, newsletters and via files to enable parent comment on Service practices).

COMMUNICATION AND EDUCATORS

What can you expect from Educators?

Educators will :

- inform families promptly and sensitively of any out of the ordinary incidents affecting their child.
- share with children's families some of the specific interactions they had with the children during the day.
- provide information on children's eating and sleeping patterns through verbal communication and through the room sign in sheet.
- keep an appropriate record of joint decisions made with families affecting children's progress, interests and experiences. (These may include new events like toilet training.)

Please feel free at any time in person, by phone or email to discuss your child's progress, relationship, interest and experiences.

Court Orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. Without a Court Order we cannot stop a parent collecting a child.

Arrival and Departure

For safety and security reasons ALL children must be signed in on arrival, and signed out on departure. The times must be noted. No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the Nominated Supervisor.

Commencement Fees

On enrolment we will require a \$50 administration **fee** per family to be paid before your child commences at the Service. This is non-refundable and goes towards your first weeks fees.

Service Fees

- \$50 administration fee
- ASC: \$20 per day
- BSC: \$15 per day
- VAC: \$68 per day

It is our policy that all accounts are to be at a nil balance each week i.e. there should be no fees outstanding.

Accounts in arrears will be subject to care being cancelled.

Accounts

On your first week at our Service you will be required to pay your administration fee \$50 and you will receive a statement on the next billing cycle.

Any change of financial income will alter your fee structure. Please advise our Service and Family Assistance Office (13 6150) if this occurs. Payments can be made direct deposit.

Late Fees

If your child is collected from the Service after 6.00pm, you will be charged a late fee which is \$15.00 for the first 10 minutes or part thereof and \$1.50 per minute after 6.10pm. This will be added onto your account.

Attendance and Absence

Once a child is enrolled at the Service, payment of fees must continue during the child's absence for illness, **public holidays**, annual holidays etc. When a child is absent for any reason we must be notified. The Service is open for forty weeks per year; and closed on public holidays. Vacation Care will be opened according to the demand.

Allowable Absences

Refer to the Department of Education, Employment and Workplace Relations (DEEWR) for information about allowable absences.

Waiting List

When we have full enrolment, children's names will be put onto a waiting list. Once a position is vacant, parents are then contacted about placement. When parents wish to change days, this can be effective immediately if enrolments for that day are not full. If they are full the child's name will be placed on a waiting list. Once a position is available, days will then be adjusted. Our waiting list gives priority to working parents as per the Priority of Access Guidelines.

Notice of Withdrawal

Refer to the Department of Education, Employment and Workplace Relations (DEEWR) for information about withdrawals from care. Please fill in our notice of withdrawal form with 2 weeks notice.

Health & Safety

The Service provides a healthy and safe environment for children, Educators and families– please refer to our policies covering nutrition, hygiene, medication and infectious diseases. Children with contagious illnesses must be kept at home.

A doctor's certificate must be presented to the service when the children returns showing the infection is no longer contagious.

Food Allergies

Please inform the Nominated Supervisor if your child has any allergy or anaphylaxis.

Illness

NO CHILD will be admitted with obvious signs of any contagious infection or illness. Our policy states the incubation period, symptoms and exclusion periods of such diseases. Children who are not immunised will not be allowed to attend the Service.

Medication

Educators will be able to administer medication to children who are recovering from illness if a medication form has been completed and signed by parents before the medication is given. The nominated supervisor or an educator can assist you to complete the form.

Medication must be in date, in it's original container with the original label, have the child's name on the label, and have any instructions about the medication (including those from a GP) attached to the medication.

Medication must be handed to an Educator for appropriate storage. **Please DO NOT leave medication in your child's bag.**

Any child who has commenced an antibiotic must not attend the Service for 24 hours from commencement.

Medical Conditions including asthma and anaphylaxis

The Service aims to provide a safe environment for children who have identified medical conditions. It is Service policy that a Medical Management Plan be completed by parents/guardians in consultation with the family doctor. The Plan should include a photo of your child, state what triggers the medical condition, what first aid is needed, contact details for the doctor who signed the plan and state when the Plan should be reviewed. This must be completed and returned before enrolment commences.

Our service will develop a Risk Minimisation Plan which is based on information in the Medical Management Plan.

Parents are responsible for updating their child's Medical Management Plan or providing a new Plan when necessary.

Sun Protection

Our Service's policy is "no hat, no play". This policy will be enforced. We ask that Children are required wear sun safe clothing that covers as much of the skin as possible when outdoors. When your child attends Vacation Care please dress your child in clothing that will protect them from the sun.

Accidents and Illness

The nominated supervisor will contact parents immediately if a child is involved in a serious accident or illness at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers. An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed an educator, the Nominated Supervisor and by the parent.

Emergency Drills

Throughout the year the Service will hold emergency drills which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Educators will be trained in using the fire extinguishers that are in the Service. A emergency escape plan will be displayed in every room.

Using the Service Safely

Never leave children unattended in cars while collecting children from the Service.

Cars parks are dangerous places for children. Always hold children's hands when arriving and leaving the Service.

Children are not permitted into the kitchen.

Workplace Health and Safety Feedback

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Educators: qualifications and ratios

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Educators will hold First Aid qualifications, have Working with Children Checks completed and attend monthly Educators' meetings. Our Educators are continually evaluating how our curriculum meets the education needs of our children and reflecting on ways to improve children's learning and development. They are encouraged to attend further professional training and development.

For further details on the qualifications of the Educators, please see our Nominated Supervisor.

Conclusion

We guarantee your child will have a happy, safe and secure relationship with our Service and our Educators and that the time he or she is in our care will be positive and fulfilling.

Important Contacts and Information for Families

The Service provides families with current information on child and family resources and services accessible in the local community.

Our Service has a parent library with resources you may find helpful.

ACECQA is the new national body ensuring early childhood education and care across Australia is high quality

Address:	Level 15, 255 Elizabeth Street, Sydney, NSW, 2000
Postal Address:	PO Box A292, Sydney, NSW 2000
Email:	<u>enquiries@acecqa.gov.au</u>
Phone:	1300 422 327

Family Assistance Office

Phone: 13 6150

Australian Childhood Immunisation Register

Phone: 1800 653 809

Local Contacts

Community Health and Resource Service

97-103 Cnr Wembley and Ewing Roads
Logan Central QLD 4114

Speech Therapist

Dallas Fong (Certified Practicing Speech Pathologist & Director)
Unit 13 3442 Pacific Highway Springwood 4127 (above Blockbusters)
Phone: 0434 589 769
Fax: 07 3133 0410
Email: dallas@playwithwords.com.au

Occupational Therapist

Logan Community Health Centre Logan Ph: 07 3275 5411

Emergency Services

Police, Fire, Ambulance

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Logan Hospital Phone: (07) 3299 8899

Fire Station

Woodridge
95 Kingston Road
Woodridge QLD 4114
Ph: 3441 8101

Local Immunisation Clinic

Logan Central Library

26 Wilbur Street, Logan Central
Every Thursday (excluding Public Holidays)
3.30 pm - 7 pm

Informative Websites For Parents

We have a list of useful websites for parents. Please ask educators for a copy.

Raising Children Network

The Australian parenting website: comprehensive, practical, expert child health and parenting information and activities covering **children** aged 0-8 years. www.raisingchildren.net.au

Better Health Channel - quality consumer health information quality-assured, regularly reviewed, health and wellbeing information and services. This site is sponsored by the State Government of Victoria www.betterhealth.vic.gov.au

Parent Involvement

Family Skills, Interests and Talents

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your Occupation or Hobby

Your child loves you and when they get to childcare all they talk about is you. You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (eg music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Service. We use information that has come from discussions about occupations and hobbies in our programming and the ideas explored from parent talks can last for weeks.

Your Home Culture

Your home culture is most welcome in our Service. We would greatly appreciate if you were able to share with our Service aspects of your culture and family life. This would assist us to enrich the lives of all our families and children.

Reading (especially good for grandparents)

Children love to be read to. If you or your parents have the time please contact your room Educators to organise a day for reading.

Please tell us what you can offer and your availability on the enrolment form.

Useful Junk - We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

Family Photos – Our aim is to create a warm, friendly and homely environment. One way we like to achieve this is by having family photos displayed. Please bring in a photo of your family for us to display in the room.

Concerts and Special Events

Our Service organises special events throughout the year. Keep an eye out as your child is sure to be a star!

Suggestions

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service please let us know.

If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance procedure if you would like to formally raise any concerns

REMEMBER

When your family becomes involved with the Service, no matter how small or big your involvement, your child will be experiencing the connection between home and our Service.

Please read this handbook carefully so you fully understand the commitment that you are undertaking and your responsibilities to the Service. When you have done so please sign and return this page to the Nominated Supervisor.

Thank you.

Family name: _____ **Parent's Full Names:** _____

Child/(children)'s name: _____

Please list what skills talents, interest and culture that you and your family (not forgetting grandparents) are able to share with the Service.

I have completed the enrolment form at the Service. I have read and agree to comply with the requirements set out in this handbook and in the Service's policies.

Signed: _____ **Dated:** _____

Have you completed the orientation evaluation Yes No

Communication

Please indicate the best way to communicate with you:

- Newsletter
- Phone calls to your work
- Emails
- Letters
- Face to face

Please Remember

We encourage family participation and involvement in the Service. This allows you to see first hand what we do and your child sees that there is a connection between home and the Service.

We welcome your feedback and view **"Feedback As A Gift"**