



PERFECT START CHILD CARE CENTRE

Perfect Start Birkdale

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Parent Handbook

July 2018

HOURS OF OPERATION: MON-FRI 6:15AM – 6:15PM. CLOSED ON SAT & SUN

Welcome To Perfect Start Childcare Centre

Dear Families,

We appreciate that the selection of a child care centre can be a very difficult decision and we are delighted that you have chosen to enroll with us. We understand that the early years are very important for your child's development and we aim to provide every child with the best educational experience in a warm, stimulating, homely and enjoyable environment.

Our dedicated staff are here to provide you with high quality care every day by focusing on each family and child as an individual. By working in partnership with

families we can ensure that every child receives the best possible care and educational experience. Please be aware that for any support or community information we are available to assist you in locating any services required and/or information is available in the foyer area.

Please know that you are welcome in the centre at any time and staff are available to discuss any of your concerns or needs should they arise.

This Parent Handbook contains information that will help every family become more familiar with centre policies and procedures. If

you would like more information, please refer to the full Centre Policy folder in the foyer or see our centre Director. If you have any questions or queries regarding the centre or its day to day running practices please speak with De'arne (our Nominated Supervisor), or a staff member.





Be more involved in your child's learning

Storypark creates a secure online network of the people that matter most for your child. It helps working parents, far-away family, educators and specialists ensure children receive the best opportunities possible.

How does Storypark help my child?

- Deeper insights into your child's unique interests, needs and abilities allows better support and improved outcomes.
- Improves communication between educators and families.
- Enables educators to spend their time with your child more effectively.
- Helps your child define 'what's next' in their learning.
- Share movement, song, and creative expression through audio and video.
- Actively involves grandparents, family and close friends.

1 Sign up and log in

Once you accept the email invitation from your child's teacher you'll be taken to a sign-up page where you can enter your name and choose a password. Storypark is an online service, so you can log in without installing software on your computer.

2 Invite family

Share your children's stories by inviting family members and close friends. Create a private network of people to share and support your child's learning journey.

3 Comment and create

Parents, teachers and family can write stories and comments add pictures and videos, and select the children who feature. Published stories will show up in your child's profile. Family members you have invited will get an email to say a new story has been added.

NEXT STEPS



Safe and private

- You own all content and control your child's digital footprint
- You manage who's invited to your child's storypark community
- In line with international online security best practices.



Free access for families

Access is free, for as long as you wish. Storypark travels with your child throughout their learning journey.



Need help?

Explore our help centre to find the answer for almost everything.



Got feedback?

Storypark is being developed with the support and feedback of teachers and families. Email us with how you think we could do better.



Find us at storypark.com



“ It keeps me in touch with my children and family. I can spend long hours in the office, so it brightens my day to click and see my children's smiles and day-to-day activities. ” – Storypark Dad



Centre Philosophy

Perfect Start Child Care and Kindergarten practices a holistic approach to Children's Development which bases itself on the principles

- **Children must have some control over the direction of their learning**
- **Children must be able to learn through experiences of touching, moving, listening and observing**
- **Children have a relationship with other children and with material items in the world that children explore**
- **Children must have endless ways and opportunities to express themselves**

We believe that every child should expect and receive dignity and respect and understand that all living beings are unique with a soul that connects us to the universe.

We endeavour to extend on each child's family beliefs, values and culture and that of the local community by sharing information and knowledge. Perfect Start Child Care and Kindergarten is a place where children are supported to feel a sense of Belonging, an understanding of themselves who they are (Being) and their potential (Becoming). This is achieved by giving each child a voice that is heard and acknowledged, celebrating

successes, scaffolding learning and supporting independence.

Perfect Start Child Care is inspired by Reggio Emilia and we base our knowledge and understanding of each child around Dr. Howard Gardener's Theory of Multiple Intelligence which embraces the whole child as intelligent. We appreciate that in the early years, children develop knowledge, curiosity, imagination and connectedness through exploration individually and in large or small groups.

Educators provide a safe, clean, secure, fail-free environment which meets the needs of the children in our care and view the environment as the third teacher. Sustainable practices are in place

Healthy nutrition is encouraged by providing fresh meals cooked at the Centre which meet the Dietary Guidelines and inspire and motivate the children for long term healthy nutrition.

Perfect Start Child Care and Kindergarten is guided by The United Nations Declaration on The Rights of Indigenous Peoples and we will endeavour to embed Aboriginal Culture in Daily Practice and Project Work with the aim of giving all Stakeholders a greater appreciation and understanding of Indigenous Culture, in particular the Quandamooka people the Traditional Owners of the Land on whom we work and play.



Our staff are dedicated and committed to proving high quality child care viewing the Teacher's role as a co-explorer in the learning experience. We are committed to ongoing Professional Development and opportunities to further our understanding of child development and current practices. We believe that children learn through play and hands on experiences specifically planned to support, extend, and encourage a child's love of learning – this in turn, provides children with positive experiences which enhance their self-worth.

Staff work actively to communicate with families in an honest, respectful way and highly value and encourage Parent and Community input and participation within the service.

We would like to acknowledge the Traditional Owners of the Land where we are, the Quandamooka People of the Nation. We pay respect to all Aboriginal and Torres Strait Islander People, and recognise that they are the first people of Australia

Curriculum / Programs

The Abecedarian Approach Australia

Perfect Start has a *3a approach* to learning and has a set of evidence-based teaching and learning strategies for early childhood educators and parents to use with children from birth to five.

Research has shown that *3a* delivers enhanced educational outcomes by enriching and enhancing educator practice – both before and after a child starts school.

The approach consists of only four elements

Language Priority

LearningGames®

Conversational Reading

Enriched Caregiving

The curriculum is based around the Early Years Learning Framework (EYLF) and the Kindergarten Guidelines. Educators take a child-initiated approach to learning and planning for each child to meet

individualised needs of each child and the group as a whole. We value every child as strong, capable and resilient; rich with wonder and knowledge. We promote Habits of Heart to incorporate 16 emotional dispositions, which when explicitly taught allow for the growth of social and emotional intelligence. We believe every child brings with them a deep curiosity and potential and this innate curiosity drives their interest to understand their world and their place within it.

Our curriculum is inspired by the fundamental principles that:

➔ **Children are capable of constructing their own learning - they are driven by**



their interests to understand and know more.

➔ **Children are communicators- There is a strong focus on collaboration, working in groups where each child is valued for their thoughts**

and questions and project work.

- ➔ **The Environment is the third teacher- we recognise the environment for its potential to inspire children. We promote an environment filled with natural light, order and beauty**
- ➔ **As adults we are mentors and guides- our role is to observe, listen, explore interests and provide opportunities**
- ➔ **We document children's thoughts- we thoughtfully display children's progression of thinking**
- ➔ **We believe in the hundred languages of children- children use many ways to show their understanding and express their thoughts and creativity.**

Parents, families and community member's ideas and input are welcome and encouraged to assist in children's learning and planning. Families have the availability to comment through Storypark, via email or through direct communication with families.

Kindergarten Program

Perfect Start Child Care Centre is a proud provider of an approved Kindergarten program which is designed to meet government

guidelines to support children's participation in quality early childhood education. Our centre provides a Bachelor Qualified Teacher and receives funding to support our Kindergarten program with all funds being provided to the centre to implement programs and training to ensure excellence in care. Our Kindergarten program has a minimum 2-day attendance policy.

The play-based learning of an approved kindergarten program helps children:

- **prepare for school**
- **develop a love of learning**
- **make friends**
- **develop skills useful for life.**
- **Transition to school smoothly**

Orientation & First Days

support to every family and the community.

Our centre Nominated Supervisor, De'Arne, is a passionate Early Childhood Educator with a background in providing holistic based care at a level of excellence. De'Arne is available for all families and the community and looks forward to speaking with you.

Perfect Start Child Care Centre is open 52 weeks of the year from 6.15am-6.15pm, Monday to Friday and is only closed for Public Holidays. Our centre is approved to care for children from 6 weeks of age to school age. Our Child Care Centre is a proud provider of the Kindergarten program with a Bachelor Qualified Teacher working every day in the Kindergarten room.

time to ask any questions or further discuss your child's routines and needs. We believe your child will feel safe and secure if you have a good relationship with the educators and they can feel your trust with them.

If you can it is always lovely to ease your child into care on their first day. When the time comes to leave please advise an educator who will be available, advise your child that you are leaving and will return later. Please do not hesitate to call during the day to check on your child, we are always happy to provide an update and answer any questions. Should a child become distressed due to separation we will advise you and make a plan for settling. Our aim is to ensure every child and family is positive and excited about their day at the centre and we look forward to working together to achieve this.

Families are encouraged to attend at least twice with their child to participate in an orientation process and spend time within the room prior to commencement. This will allow for a transition period for every child to feel safe and secure within the centre and meet their fellow friends in the room and have the opportunity to meet the educators and familiarise themselves with the room. Please take the opportunity to speak with the room educators at this

Absences & Holidays

If your child is unwell please keep them home to ensure they are comfortable and closely monitored. Please let us know that your child will be away, so we know you are safe and well. Families receiving CCS are allocated 42 absent days per financial year. These absent days can be taken for any reason.



ABOUT US

Perfect Start Child Care Centre is owned and operated by a family with many years of knowledge and understanding of high quality child care facilities. Our centre owners, have worked within the industry and believes in providing exceptional care to every child and high levels of

Absences can be approved and not contribute to the 42 days:

- ➔ If a doctor's certificate is provided
- ➔ If a child is excluded for an infectious disease
- ➔ For Public Holidays
- ➔ For Court ordered shared custody
- ➔ For rostered days off or rotating shift work
- ➔ For a period of local emergency
- ➔ For exceptional circumstances

Our centre provides holidays rates at 25% off the normal fee for all Public Holidays and for 2 weeks a financial year per child when they are on holidays and advise the front office 2 weeks prior to taking holidays. These holiday fees are only paid if the families account is up to date.

Child Care Subsidy

Child Care Subsidy is available to subsidise the cost of providing care for families who meet the eligibility requirements. To qualify for this, families can create or access their Centrelink online account and lodge a claim for the Child Care Subsidy through myGov.

The hours of subsidised care per fortnight will be determined by Centrelink after parents provide specific information regarding

their income and the combined hours of work, training, study, or other recognised activity. This information will be provided directly to Centrelink.

Planned arrangements for care must be established between the care provider and the parent or guardian of the child and will consist of a 'Complying Written Arrangement'. This outlines the agreement between both parties in relation to the care requirements for the child. After this has occurred, an enrolment notice will be created for each child and will be submitted, which the family will need to confirm, before the subsidy will be paid.

If at any time, the family disagrees with the agreement, they can dispute this via their myGov account.

Child Care Subsidy payments will be made directly to the provider after submission of attendance reports. There is a standard 5% Child Care Subsidy withheld to reduce the chance of debt being incurred at the end of the financial year. Parents may elect to have this varied above 5%, if required.

In certain circumstances, there may be additional assistance available for parents under the Additional Child Care Subsidy. This subsidy includes:

1. Additional Child Care Subsidy (child wellbeing) – to help children who are at risk of serious abuse or neglect.
2. Additional Child Care Subsidy (grandparent) – to

help grandparents on an income support who are the principal caregiver of their grandchildren.

3. Additional Child Care Subsidy (temporary financial hardship) – to help families experiencing financial hardship.
4. Additional Child Care Subsidy (transition to work) – to help low-income families transitioning from income support to work.

Information for families about the Child Care Subsidy and the Additional Child Care Subsidy is available on the Department of Human Services website. <https://www.education.gov.au/ChildCarePackage>

Families are also able to contact Centrelink about the Child Care Subsidy and other family payments on 13 61 50, Monday to Friday between 8am and 8pm.

IT IS THE PARENTS RESPONSIBILITY TO ENSURE THAT THEIR CHILD CARE SUBSIDY ELIGIBILITY REMAINS CURRENT. IF YOUR ELIGIBILITY EXPIRES, FULL FEES MUST BE PAID UNTIL THIS IS RE-INSTATED.

KindyNow

KindyNow is our communication channel available to families 24/7 to communicate all absences and to book extra days. We ask that all families use this App to communicate rather than contact the Centre directly. This allows our Educators to focus on our

Children during the transition of the mornings;

The App is available in Apple and Google App Store. Simply search "KindyNow" and connect to your child's bookings. For more information please speak with our Educators.

Nutrition & Centre Menu

Children in their first five years of life are developing rapidly and require a nutritious and safe diet for their intellectual, behavioural and physical development. Education and fun learning activities in relation to healthy eating are also important for children's development.

The centre provides food prepared fresh on premises daily by our qualified cook and nutrition education that is



consistent with national dietary guidelines for children, adolescents and national infant feeding guidelines, state regulations, food safety principles, and that is appropriate

to their age, cultural background, religion or medical needs.

At Perfect Start Child Care Centre, we will:

- **Role model healthy eating and activity throughout the day to all children and families;**
- **Promote the five key Munch and Move messages to promote healthy, active habits in children from a young age;**

1. Choose water as a drink
2. Eat fewer snacks and select healthier alternatives
3. Eat more fruit and vegetables
4. Get active for an hour or more each day
5. Turn off the television or computer and get active
6. Support families in educating their children about healthy food choices.

A copy of the centre menu is available in the hallway at all times and a copy is available for parents in the office. Children are provided food which is appropriate to their age and younger children will be introduced and transitioned through food stages as directed by their families.

EDUCATORS, STUDENTS & VOLUNTEERS



Perfect Start Child Care Centre is proud to have exceptionally qualified staff for every position. We exceed the requirement for minimum qualifications within the centre and participate as required in additional health and safety training including First Aid, CPR, Asthma and Anaphylaxis, Child Protection, Fire and Food Handling. All educators, students and volunteers must hold obtain a working with children blue card prior to commencing within the centre and complete a detailed orientation to ensure the safety of themselves and the children at all times.

Perfect Start Child Care Centre encourages, provides and allows additional staff training and professional development courses. The encouragement of these additional learning programs promotes staff passion and knowledge and ensures our centre is always providing the most up to date information along with the highest quality of care.

Delivery and Collection of Children

It is the responsibility of staff and families to ensure the safe arrival and departure of children at Perfect Start Child Care Centre and the completion of statutory of documentation. Practical and safe approaches promote a smooth transition between home and the centre, assure the completion of the required records for claiming of the Commonwealth Child Care Benefit and confirms children's presence or absence from the centre. This ensures the child's arrival and departure at the centre continues their safe care and custody.

It is a requirement that all children are signed in and out of the centre on arrival and departure. Only an authorized person may collect the children. When doing this the authorised person must complete the sign in and out by using the iPad at the front office. Where or authorised persons have not signed in a staff member will note that the child is in attendance or absent. Families will be reminded to complete this record.

Upon closing staff members verify all children have signed out of the centre. If a child is not

signed out educators will check all areas of the centre to ensure no child remains. This will be confirmed via the closing procedure.

Late fees will be incurred by parents who pick their child up after the centre closes at 6.15pm.

Fees will be charged as follows:

- ➔ *\$15 for the first 10 minutes, or part thereof*
- ➔ *\$1 per minute after the first 10 minutes*

Grievances

For parents/legal guardians and family members to have confidence in the quality of care provided by their centre it is very important that they are aware of their ability to influence the nature of the service. Therefore, we believe that families have the right to voice their concerns and opinions. Should you have any concerns please speak with educators and De'arne at the centre to assist you. De'Arne can also be emailed at birkdale@perfectstart.com.au. For further discussions or concerns please contact Sandi on 0450 606 117 or sandi@elm.net.au

We also welcome positive feedback!

CANCELLATION OF CARE

A minimum of 2 weeks written notice must be given to end a child's booking at the centre. Full payment of the child's account must be made when giving notice to ensure a smooth transition.

Failure to give notice will result in full fees being charged for 2 weeks in lieu of notice.

If a family is experiencing exceptional circumstances this can be discussed with the De'arne to try and come to a mutually satisfying agreement.

If at any time a family is in breach of Perfect Start Child Care Centre policies or are deemed to be a threat or concern to any children, staff or the centre in general they may be asked to leave the centre immediately. If this occurs a Perfect Start Child Care Centre representative will contact the family to inform them of this decision. Any outstanding fees will be forwarded onto the family for payment.



What To Bring

YOUNGER CHILDREN	OLDER CHILDREN
Bottles/ Formula/ Breast Milk	Sheets and blanket
Bottle or cup with water	Spare clothing
Any comforters	Water bottle with water
Cot sheets and blanket	A bag for your each of children
Spare clothing	

Family Communication and Participation



Family participation in the our centre is an important part of making the service a true part of the community and creating an environment that is welcoming and inclusive and supports a sense of belonging for children, families and educators.

Perfect Start Child Care Centre:

- Welcomes and facilitates family participation and open communication in the service by encouraging families to engage with their children's education and care. Families are invited to assist with projects and attend social gatherings. We have an open-door policy for families.
- Values the input of families, educators and the wider community to help create service that meets the needs of the children who attend the service.
- Encourages open communication, through the enrolment and orientation process, policy review, feedback forms, the daily program, documentation, formal and informal meetings, emails and conversations.

Allergies, Medical Conditions & Additional Needs

Please advise on your enrolment form of any allergies, medical conditions or additional needs to allow De'arne or another educator to discuss your child's needs and arrange any additional information. Perfect Start Child Care Centre is an inclusive child care centre and we look forward to supporting every child and family.

Health, Safety & Hygiene

Perfect Start Child Care Centre provides clean, safe spaces for every child to learn and grow within.

Unfortunately, children can become unwell and during these times we follow the 'Staying Healthy in Child Care- 5th Edition' recommendations.

One of the most important strategies for preventing the

spread of infectious diseases and germs is effective hand washing. Educators and children are required to effectively wash their hands frequently throughout the day. Families and visitors to the centre are asked to use hand sanitizer on arrival and departure and as required during their visit.

When the centre is notified of a case of illness or condition that is deemed to be infectious, parents will be notified by signs and information sheets around the centre.

If the case is serious parents will be contacted and notified verbally.

Privacy laws and Perfect Start Child Care Centre policies prevent any centre from supplying families with the information of children who are, or may be infected.

If your child has experienced vomiting or diarrhea they must not return to the centre for a minimum of 24 hours after the last episode.

Please be aware that we consider head lice to be an infectious disease and children will be asked to not return to the centre until the head lice have been removed.

REST & SLEEP TIMES

Perfect Start Child Care Centre acknowledges each individual child's need for sleep and rest. We actively attempt to meet these needs to the best of our ability. We understand that effective rest and sleep strategies are important factors in ensuring a child feels secure and safe in a child care environment. Children at the centre are encouraged to rest or sleep where required. Should you wish for your child not to sleep please speak with De'arne and the individual educators within their room.



Medication

Administering medication to children at the request of their parents is a task that requires attention to detail, meticulous record keeping, team work and common sense.

On request prescription medication can be administered to a child whilst in care. Parents/ Legal Guardians are required to fill out the appropriate Medication Permission Form when arriving at the centre. The form must be completed entirely and correctly. Medication is to be delivered directly to a staff member, upon completion of the Medication Permission Form, so the medication can be stored correctly, and the following can be checked:

- ➔ Child's name appears on an appropriate Chemist label on the medication
- ➔ Date of medication expiry
- ➔ The date and time the medication was last administered and if the requested administering time at the centre is of a time frame that is acceptable from the medication instructions (Appropriate time between doses)
- ➔ Administering directions can be followed at the centre
- ➔ Storage directions

- ➔ Medication is in original packaging
- ➔ Form is completed correctly and entirely and signed by a parent/ legal guardian

Staff will give medication as per directions given on the label only; this information must be the same as on the Medication Permission Form. The dosage and administration will be witnessed and both staff members will sign the medication form.

The centre is unable to administer medication at a different dosage or frequency other than that outlined on the medicine label, unless alternative written advice is received from a medical practitioner.

Medication will not be administered that is labelled for another person or past its 'use by' date.

All medication must be collected from the centre every day, regardless of whether the medication is required for the child's next day in care. Any medication that is left at the centre will be stored appropriately until the parent/ legal guardian returns to the centre to collect the medication.

Panadol may be administered to a child at the centre if they are deemed to have a high temperature (over 38.5 degrees).

Only the brand of Panadol will be kept and used in the centre. Panadol will only be administered once at the centre in a day and only either with the verbal permission of the parent or emergency contact or when a contact is not available and written permission has previously been given.

VACCINATIONS

It is a requirement of all children enrolling in child care facilities to provide written/ documented evidence of the child's immunisation status and records. It is the parent/ legal guardian's responsibility to keep their child's immunisation records up to date at the centre. Any child that is not immunized will not be able to attend the service.



Sun Protection

Perfect Start Child Care Centre provides a hat to every child and aims to provide and encourage children and staff with adequate sun protection all year. We promote a positive attitude towards sun protection and educate children, staff and families wherever possible. Our Sun Protection Policy is available at all times for families, staff and visitors. It is reviewed each year with updates made accordingly under the advice of the QLD Cancer Council.

Children are required to wear the appropriate hat provided each day for outdoor play, regardless of the weather conditions. Children and families are encouraged to leave their hat at the centre in their pocket at the end of each day to ensure they have a hat for their next day of attendance.

Sunscreen- All children must have sunscreen applied each morning prior to attending the centre to ensure application 20 minutes before outdoor play. Perfect Start Child Care Centre uses a broad spectrum, water resistant sunscreen with SPF30+. Sunscreen is available at all times for families to use.

Please see the sun protection policy for further information.

TOYS FROM HOME



We ask that children enjoy our wonderful toys and equipment every day and we encourage children to leave their own toys at home as we do not want any toys to be lost or broken at the centre.

Environmental Awareness & Sustainability



As children explore their environment and natural materials in Perfect Start Child Care Centre we aim to encourage

and increase awareness of environmental responsibilities and implement practices that contribute to a sustainable future. Children can be supported to become environmentally responsible and show respect for the environment. Environmentally sustainable practices are embedded into our practices and procedures and involve our educators, children and families.



Thank you for taking the time to read our Parent Handbook. We are excited about your family joining the Perfect Start Child Care and Kindergarten family and hope that you enjoy your time with us. If there is anything that we can do to assist you during your time at the centre we are always available.