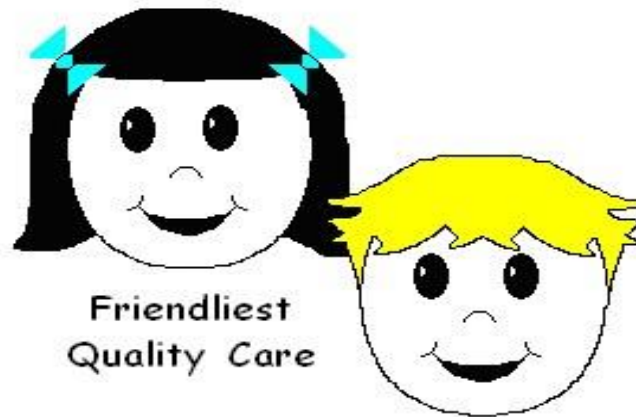


GLANDORE PRIVATE KINDERGARTEN AND CHILD CARE CENTRE

Handbook for Families



178 Anzac Hwy, Glandore 5037

Ph 82936744

Fax 82936754

Email glandorechildcare@bigpond.com

Website: www.glandorechildcarecentre.com.au

Translating Services

http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating

Welcome to the FRIENDLIEST Kindergarten and Child Care Centre

We would like to welcome your family to our Centre. Our goal is that your child/ren's stay with us will be a very happy and enriching experience, for you and your child/ren. We are proud of our reputation for Excellence and for being the Friendliest Kindergarten.

We welcome parent and community suggestions and feedback to our regular reviews of our Philosophy, Programs, Policies and Procedures and Quality Improvement Plan.

FAMILY COMPANY

Joan and Kerry Mahony purchased the Centre through their family company Jakana Services Pty Ltd, in October 1997. They have always maintained a happy family atmosphere at the centre, and close relationships with our educators and families. Their personal mission is to ensure children can develop to their maximum potential. They aim to have a positive impact on all people they associate with, and to continuously improve all aspects of the Centre facilities, policies and educational programs.

Joan and Kerry are keenly interested in, and aware of, contemporary issues in education. They implement this knowledge into innovative learning experiences for children, parents and educators. They have a family of four children, and six grandchildren, and can empathise with many issues confronting parents.

MANAGEMENT TEAM

OWNER/LICENSEE– Joan Mahony

Joan's career has included Nursing, Teaching and Child Care, and holds bachelor's degrees in early childhood, Nursing and Arts. She has a master's degree in special education. She has taught children with special needs in high school, primary school, kindergarten and childcare.

She loves engaging with the children and sharing their ideas and interests. She is proud of the way the Educators work with the children to help them develop to their potential.

OWNER/LICENSEE – Kerry Mahony

Kerry has worked for many years in management of large companies. Kerry is a member of the Australian Child Care Alliance SA, and Treasurer of the National Australian Childcare Alliance, which represent the private childcare sector.

He is also on many Government and Childcare Advisory Committees, and is frequently consulted by stakeholders in the Children's Services sector.

He lobbies State and Federal politicians to gain affordable childcare for families, and to promote quality care and education for all preschool children.

Kerry enjoys interacting with the children and families and attending special Centre events.

He is involved with staff training and supervision, and overall management of the Centre. Kerry always has time to talk with the children each day and enjoys their quirky points of view.

DIRECTOR - Stephanie Zreika

Steph has worked for Glandore Private Kindergarten and Child Care Centre since 2015. Steph has a Diploma in Early Childhood Education and a Diploma in management. Steph has 3 children who keep her very busy.

Steph is passionate about working with children, and promoting all aspects of their development, She loves to watch them learn and grow. "They are such magical little beings who absorb so much information. It makes me feel good when the children call my name as I go through the rooms."

ADMINISTRATIVE OFFICER – Derelie Taeuber

Derelie's children attended the centre for many years. She began working as administrative officer when they began school. She handles the centre records and fees, as well as having the payroll and HR responsibilities.

Derelie has achieved Trained Child Care Educator status through studying her Diploma in Children's Services. Her previous work experience was 16 years in Retail Management, working in both Administration and Personnel. Derelie was also the financial officer of our local Kindergarten.

When she works with the children their hugs make her day. Derelie is full of amazement and wonder that she can help develop and teach the children. She loves children's openness and honesty. Her philosophy is to be as caring and helpful as possible to everyone.

Mission Statement

The Glandore Private Kindergarten and Child Care Centre's goal is to provide secure loving care for children, as an extension of family life. We aim to care for and educate children in a safe, friendly, happy, homely environment that recognises the uniqueness of each child's experiences, capabilities and potential. We strive to provide the highest quality childcare and educational programs, to promote the emotional well-being, and holistic development of each child. With friendly supportive caring, we aim to promote the wellbeing of all families and educators in our community.

Vision

Our vision is that all families who require childcare, are able to affordably access the highest quality care and education for their children. We aim to assist the children in our care to develop holistically, and to develop suitable dispositions to assist them achieve to their potential in the future, and so make a positive difference to their communities.

Our Values

We value giving friendly, caring support to children, educators and all families in our community. We value promoting a culture of inclusivity where all participants are recognised for their unique qualities and their contribution to society. We value collaborating with families in making decisions and planning for their children. We value ongoing professional development for our educators, so that they may deliver the highest quality educational programs, and care to the children. We value children's rights to learn through play. We value promoting a sense of being, belonging and becoming for all members of our community.

Philosophy of Care Glandore Private Kindergarten and Child Care Centre

We acknowledge the Kurna people, traditional custodians of the land on which we learn, play, and work. We acknowledge their connections to the land and pay respect to their Elders and leaders past, present, and emerging.

We are committed to providing care which is an extension of family life. We believe that families are the most important care providers and educators in a child's life and aim to support the families in this role. We strive to care for and educate children in a safe, friendly, happy, and homely environment that recognises the uniqueness of each child's experiences and capabilities.

We utilise ideas from the Montessori method by embedding life skills into our daily environment, practices, and routines. We value the child as strong, capable, creative, resilient, and full of knowledge and have curiosity to learn. We are committed to ongoing continuous improvement of all aspects of our service.

We believe that providing a happy, friendly, encouraging environment which fosters positive relationships will enhance all elements of learning. Our philosophy of care is underpinned by our key culture of being the "friendliest centre" which permeates all relationships at all levels in our centre.

We understand that young children's autonomy and agency are among the most important life skills to learn for subsequent success in later learning and in life. Our blocks of time dedicated to the children's play and work enables such learning opportunities, as well as those for social interactions that are a vital part of enabling children to develop and grow their self-confidence and wellbeing.

We recognise, accept, and value that each person is unique, and that these differences are what makes our community, country, and world such an amazing place. We aim to appreciate and cater for people's diverse needs wherever possible. We are a place where staff, families, and children alike feel valued and safe.

Our Centre Will:

- Recognise and enjoy the uniqueness and individuality of each child.
- Create an environment where children have a sense of belonging, are respected, and develop their full potential
- Work in partnership and communication with families to maximise each child's potential.
- Create a safe, healthy, happy, friendly environment for each child to thrive.
- Have the highest standards of care, compliance, excellence, and ongoing quality improvement.
- In all our dealings with staff, we will act with respect, integrity, consistency, and fairness, and will do all in our power to make their employment enjoyable and productive while supporting their personal and professional growth
- We seek a positive and happy environment where everyone does their share willingly and where friendship and teamwork are the everyday experience of all staff members and mutual respect and support is the norm.
- Focus on children's autonomy/independence/agency through child led activities, play, having fun and enhancing social interaction skills.

LICENCE

Our Centre is licensed by the Education and Early Childhood Services Registration and Standards Board of South Australia, who are responsible for overseeing the implementation of the National Law and Regulations, and for Quality Accreditation. Our Licence is displayed in the foyer. The Department regularly inspect Centres to check for compliance with all regulations.

ENROLMENT

Please fill in and return to the Centre all forms given to you or downloaded by you. A manager will conduct an initial interview and show you the centre. You will be introduced to educators in the room where your child will be placed. They will explain procedures in the room and show you the educational program. After paying the bond, we will agree on starting dates and bookings. If no place is available, we will place your child's name on a waiting list.

You will need to access your MyGov account and make a claim for childcare subsidy, this needs to be done before the child starts care so they can process your claim and add your subsidy otherwise you will need to pay full fee until the subsidy has been applied.

We ask for a **\$500 bond** on enrolment per family, to ensure that your place is kept available. When you leave the Centre, after the week's attendances have been submitted and validated by Centrelink, any unpaid fees will be deducted from the bond. The remaining amount will be paid to you, *only if a full week's notice was given that care is ending.*

Please bring in a copy of your child's Immunisation Records when you return the enrolment form. It is essential that you keep your child's immunisations up to date, as benefits may be cancelled if you fall behind. Please inform us when your child has additional immunisations.

ORIENTATIONS

We offer two, 2-hour complimentary orientation sessions for your child. On your child's first orientation you will have an opportunity to talk with the educators in your child's room to discuss important information about your child, or to receive answers to any questions you may have regarding your child's care. Also, please make us aware of any additional needs e.g. health, development, allergies, dietary, language, religious requirements, or family issues, you or your child may have.

FEES and BOOKINGS

Fees must be paid promptly, each week. If not paid, your child's care may be cancelled.

Accounts are provided weekly via email, we ask that you pay by Direct Deposit into our account or use the Authorisation to debit form provided to you on enrolment to ensure accounts are paid weekly.

If a public holiday is on a day when your child would normally be booked, the normal daily fee applies. Holidays are charged at half fees – this is to hold your child's place during his/her absence. Normal fees are payable if a child is absent from care due to illness. If you receive Childcare subsidy we advise you to provide a sickness certificate if your child is sick, as there are limits to your fee subsidy entitlement for absences (42 Days per financial year)

LATE FEE FOR PICKING UP YOUR CHILD AFTER 6.30PM:

A late fee of \$2 per minute or part thereof is charged, and is to be paid for, to the staff member, at that time. This is because the staff charge a fee for privately looking after your child after our licensed operating hours.

PRIVACY OF INFORMATION

To provide the highest standard of service our organisation is required to collect personal information from our clients. We are committed to respect the privacy of all individuals and we abide by the National Privacy

Principles contained within the Privacy Act. Educators are subject to our Confidentiality Policy and all children's records and family information are to be treated confidentially.

COLLECTION OF CHILDREN

Children are not allowed to leave the Centre without the written consent of the parent or guardian. You are asked to nominate all people who can pick up your child on the Enrolment Form. If you ask a person to pick up your child who has not been nominated in the Enrolment Form, you will need to give us written consent. Please inform anyone else picking up your child, that they will be asked to show Identification (preferably a Driver's Licence) to educators before the child will be allowed to leave with them.

If access is to be denied to a non-custodial parent or other person, we require a copy of legal documents which state this. **Notify us immediately of any changes in Custody Orders, Parenting Orders or Parenting Plans.**

Do not tell anyone else the security door code. Do not let anyone else in the door with you.

Visitors must ring the doorbell. Do not allow children other than your own to exit with you.

SAFETY AND EMERGENCY PROCEDURES

The centre has a security monitoring system including hard wired smoke alarms, ambulance and police call. Fire evacuations are practised regularly.

All permanent educators are required to hold current first aid certificates. Policies are in place for any unexpected medical emergencies. **We must have your updated emergency contact details on record so we can contact you immediately if it is necessary.**

*Please note that on enrolment you authorise us to call an ambulance, medical practitioner or other medical agency deemed necessary for your child. **This will be at your expense. We recommend that you have ambulance insurance as the cost of ambulance attendance could be more than \$500.***

YOUR CHILD'S LEARNING AND DEVELOPMENT

We place the highest priority on your child's learning and development while in the Centre. We employ educators with Bachelor of Early Childhood Degrees, and other qualified educators who are studying for this degree. The majority of our educators hold, or are studying towards their Diploma in Children's Services. All educators are involved in ongoing Professional Development and Training.

We follow the nationally approved Early Years Learning Framework when programming in all rooms. We take regular observations of all children, in all areas of development. The program in each room is based on individual and group interests and developmental needs. We focus on literacy, mathematics, science, creativity, technology, diversity, our world, health and self-development, as well as fine and gross motor skill

development. Please ask educators to explain the program, and your child's involvement. We are happy to make appointments to privately discuss your child's progress, and show you their records. We welcome your feedback and suggestions. You will be informed when your child is being focused on for observations and asked for feedback and suggestions for our programming.

PRIVATE KINDERGARTEN

Our Kindergarten is recognised by the Department for Education and Child Development, and offers Universal Access. The program is overseen by Early Childhood Registered Teachers. Most educators are hold a Diploma in Children's Services or are studying to become trained Educators. We constantly research contemporary educational methods and philosophies, so we can implement the best of these models into our own practice. We cater inclusively for gifted children, and those with additional needs.

Kindergarten children participate in a take home reader program, and we use beginning learning of phonics. We focus on school readiness, and developing listening skills, concentration, thinking skills, problem solving, co-operative learning, and talking to a group.

EXTRA CURRICULAR ACTIVITIES

We may offer additional activities through private teachers such as dancing, languages or music. Ask the Director about what is being currently offered.

NUT FREE CENTRE

Some children in the centre have life threatening allergies, especially to nuts. We ask you not to give your child nut products such as Nutella or Muesli bars before attending the Centre. Do not bring any nut containing foods into the Centre.

If you have given nut products to your child, please wash his/her face and hands thoroughly.

FOOD AND NUTRITION

Our menu is developed by our qualified Chef, and we provide balanced, nutritious hot and cold meals and snacks. We encourage children to try different foods with our dishes from many different cultures. Food for babies and toddlers is age appropriate. Menus are posted on noticeboards. Parents are asked to provide feedback on this aspect of our operations. Please make us aware of any cultural aspects of food or eating for your child. Notify us of any food allergies your child may have.

Water is available at all times for drinking. Milk is provided for baby bottles when appropriate. Breakfast of cereal and toast is **served up to 8am.**

We love to celebrate birthdays, but only Birthday cakes provided at the Centre for \$5 are served. This is to comply with our Nutrition policy and to ensure allergies are taken into account. Lollies etc will not be given to children, and we ask you **not to provide your child with any extra food. We are a Nut Free Centre.**

ILLNESSES AND ABSENCES

Do not bring your child in if he or she is obviously unwell, as we are not equipped to look after sick children all day. We have clear guidelines about not accepting children who are ill. This minimises the risk of spreading illnesses to other children and educators. *Please refer to our Exclusion of Children with Infectious Diseases Policy.* Notify us if your child has an **infectious illness** and abide by the exclusion periods set by the South Australian Department of Health. Please give the centre maximum notice if your child will be absent for any reason.

If your child becomes ill, or has a serious accident, we will immediately notify you. We will call an ambulance if we consider it warranted. Ensure your emergency contact details are up to date.

If your child has ongoing health issues, you must have an interview with the Director to initiate Health Care Plans. Return the appropriate forms filled in by your doctor. We have regular educators' Asthma and Anaphylaxis training.

Notify educators if your child requires medication. Have your doctor write the dosage up on a Medication letter. Hand the medication to an educator for locking up. Parents are required to fill out and sign medication forms.

TOILET TRAINING

Please discuss your child's readiness for toilet training, so we can support both you and your child. Some children gain control earlier than others, so we individualise toilet training for each child. Children in the Pre-Kindy group generally are expected to use child size toilets when trained.

NAPTIME

Please let us know when or if your child regularly sleeps. We provide linen for each child which is laundered weekly. Babies and toddlers maintain home sleep patterns. Bring in comfort items. Children who do not sleep participate in restful, quiet activities after lunch.

Babies under 12 months are settled according to our Safe Sleep Policy. Medical authority is required for them to sleep on the side or back.

PARENT AND FAMILY PARTNERSHIPS

We welcome parents' and families' involvement in all Centre activities. We have regular Parent Meetings and some social activities including having "Special Person Days" where Grandparents, relatives or close friends are invited to share Centre activities with the children.

We invite parents and families to come into the Centre to visit at any time. You are always welcome. Perhaps you would like to share in some of the children's activities such as stories, songs, assisting with art or outdoor activities. If you have a special talent, or would like to tell us about your job, or share aspects of your cultural background, we would be delighted to arrange a time suitable for you.

PARENT COMMUNICATION

You will be able to receive messages and information from us on upcoming events, relevant documents, as well as be able to view your child's learning portfolio as our educators add your child's Learning Stories through the story park app.

Please ensure that you inform us of any additional needs, issues or concerns when you leave your child at the Centre, or ring us during the day. Parents are given a verbal report of their child's activities at pick up time. You are welcome to ask for clarification or to give additional information and feedback to educators.

NOTICEBOARDS

We put up notices to inform you of current issues of interest in the Centre. All rooms have a noticeboard with their program, routines and issues of interest to the families attached to that room. Please read these daily and give our educators feedback. We ask you to write comments on our programs to help us assess their effectiveness.

GRIEVANCES / FEEDBACK / SURVEYS

From time to time, we send out surveys to gauge your opinions on various matters. Please assist us by returning completed survey. Informal feedback may be given at any time.

If you are unhappy with any aspect of our service, please talk to the Director or management immediately. We will try to solve the issue to everyone's satisfaction. We have a Grievance Policy in the Policy and Procedures Manual, which will be followed as applicable.

PARENT RESPONSIBILITIES

Always sign your child "In" and "Out". **Days absent (sick, holiday or R.D.O.) must also be signed for.**

Ensure that your child is greeted by an educator before you leave. Do not take your child from the centre until you have spoken to the educator caring for him or her and received a report on his or her activities for the day.

Notify us if your child will be absent on booked days. (Fees and Bookings Policy). Fees are charged for **all** booked days, whether your child attends or not. Centrelink will pay Child Care Benefit for up to 30 absences per year (Holiday, Sick days, RDOs). If you bring a sick certificate, the days covered in the certificate will not be deducted from the 42 days to be subsidised. However, **you are still liable to pay the gap fee for all booked days.**

Notify Director immediately of any change in contact details, allergies or illnesses your child may have, or of any other information which will assist us to care optimally for your child.

Keep informed of Centre issues and activities by reading digital communications, notice boards and room programs. Ask educators about matters of concern and follow correct procedures with any issues you wish to raise.

CAR PARKING

5km per hour only. Use marked entries and exit. Watch for children. Hold you own children's hand in the car park. Do not park on nature strip. Do not leave children unattended in car.

CLOTHING - LABEL ALL CLOTHES CLEARLY – Check lost property boxes regularly

One of our goals for the children at the centre is to develop independence – Choose clothing which they can learn to manage eg – shoes with Velcro fastenings are easy

Your child will also be involved in active play, and dresses can be very limiting. Art and craft can sometimes be messy. We provide paint smocks, and our paint washes out, but we cannot take responsibility for damage if your child wears "good clothing" We recommend T shirts and shorts in summer, Track suits in winter. No thongs are allowed. Sneaker style shoes are best. Shoes need grip for balancing and climbing

Under two's, toddlers and babies

At least two sets of clothes

At least four nappies (sufficient for the day)

Spare pants and trousers for those who are toilet training

Bottles labelled and comfort items

Three to fives

Suitable clothes for outdoor play with simple fastenings

A full change of clothes (especially in summer for water play) Spare undies if needed

Please discuss with the Director any cultural issues we should be aware of in relation to clothing for your child

THE CENTRE TAKES NO RESPONSIBILITY FOR TOYS OR ITEMS BROUGHT IN TO THE CENTRE

SUNSAFETY - Only children with sleeved clothing and a hat will be allowed to play in unshaded areas. All children playing outdoors must wear an approved bucket style or Legionnaire style hat which shades the neck, when the UV index is more than 3. A hat must be kept at the centre, or in your child's bag. Hats can be bought at the centre for \$5.

SEPARATING FROM YOUR CHILD

Some children may experience a degree of distress when they begin childcare, if they are not used to parting from you. Others may behave unhappily at parting, even after they have been in care for some time. Usually, this behaviour is quite normal, and often relates to the age and stage of development of your child. If you have concerns in this area, please discuss them with the educators or the Director.

Here are some Do's and Don'ts to assist with this issue to reduce the stress to both you and your child.

DO Talk **positively** to your child about Child Care before beginning care. Build up a feeling of happy anticipation about the fun he or she will have, and the activities you know he or she will enjoy most.

Use our Orientation time to give your child a short session at the Centre

Reassure your child that you will return later. Ask the educators to tell you what activities will happen at your return time. eg. "I will come back after sleep time, or after afternoon teatime".

Develop a routine for leaving your child. Discuss this with him or her on the way. "After you say hello to your teacher, I'll give you three hugs and three kisses, and then I have to go to work." Carry this through, **reassure your child you love him or her, say good bye, and leave. Do not come back for "one more hug.**

You are always welcome to ring the Centre to ask about your child. You may talk to your child's educator or we will be happy to report to you on how he or she has settled down.

Find out from educators about the day's activities, what your child enjoyed. Discuss your child's day on the way home, emphasising the positives "That sounds like fun. I bet you enjoyed that". Talk to your child about **all** of the educators. Talk to friends and family members about how good childcare is, while your child is present. Display artwork on the fridge

DON'T Use bribes, threats or promises. Children are happy to see parents at pickup without treats.

Don't make promises which can't be kept, eg particular friends or educators may not be there

Don't wait around where your child may see you after you have said good-bye

Don't just talk about one teacher, as it may cause distress if that person is absent.

Educators will care for your child with love and help them to settle happily as quickly as possible.

POLICIES TO BE AWARE OF

Please check the Policy and Procedure Manual located in the foyer to ensure that you understand all of our Policies and Procedures. These are reviewed regularly and we ask for your input and feedback. We will notify you of any changes to our Policies and Procedures.. Some important

Policies are -

Emergencies

Fees and Bookings

Parent Feedback / Grievance

Behaviour Management and Guidance

Custody / Person Collecting Child

Safe Sleeping

Health Support. Planning

Child becoming ill while in Care

Child not Collected by Closing Time

Privacy Policy

Child Safe, Child Protection (Mandatory Reporting)

Child not Collected by Closing Time

Sunsafer

Immunisation

