



PARENT HANDBOOK

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Welcome

Welcome to Caboolture Christian Children's Centre. We are a privately owned and operated early childhood education and care Service who is committed to providing standards of excellence in the education, care, and the holistic development of young children. We offer you and your child the absolute best in facilities, personnel, and curriculum; our aim is that through the provision of high-quality care for children, we can also support, encourage, and assist the entire family. The Approved Provider is committed to developing operational policies in consultation with all relevant stakeholders, including families, that will guide high quality practices, while the Nominated Supervisor is responsible for the implementation of quality education and care practices and the day-to-day operation of the Services.

Caboolture Christian Children's Centre has the autonomy to develop an inclusive educational program that meets the individual developmental needs of all children, the needs of all families and the needs of local community.

Our Commitment to Families and Children

We are committed to working in partnership with families to ensure the provision of the highest quality, inclusive, child-centred, family orientated, early education and care. We will ensure the development of caring and trusting relationships by nurturing children in an environment of Christian love. Educational programs will be developed to reflect each child's culture, abilities, strengths, knowledge and interests; the rights of each child will be respected, and their individual needs supported through the provision of holistic play-based curriculums that support the social, emotional and spiritual development of each child. Caboolture Christian Children's Centre is committed to continuous improvement in all aspects of service provision.

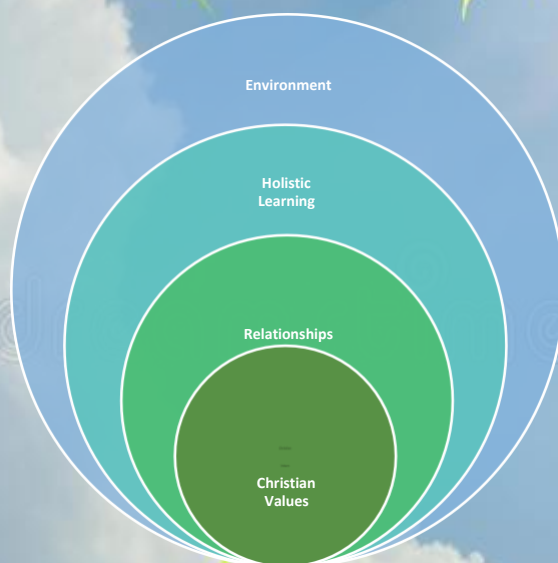
Service Values

Christian Values

- Belief in God, Jesus and the Holy Spirit
- Love for all
- Respect for all

Relationships

- With children
- With families
- With colleagues



Holistic Learning

- Child wellbeing
- Child's voice
- Collaborative

Environment

- As the third teacher
- Natural

Centre Philosophy

Caboolture Christian Children's Centre has a philosophy of care based upon sound Christian beliefs from the bible which are embedded in our programs, relationships, and practices. We believe that every child is a unique and special gift from God. We will love and support each child to help them develop a strong sense of belonging, know their Identity and become confident, engaged learners through positive and caring interactions with both children, their families and each other and community.

Educational Programs – Love for learning

Our Educators will purposefully scaffold children's learning with a holistic approach based on children's interests, interactions and in collaboration with families, community and our Christian Curriculum. The program will be play based and support each child in their individual strengths and abilities all the while sharing Christian beliefs throughout the curriculum in a non-bias way instilling an awareness of God's love for all individuals and introducing the values of God's word.

Our programs are also guided by the requirements of the National Quality Standards, Early Years Learning Framework; QLD Kindergarten Learning Guidelines and the My Time Our Place.

Love for each other....

Educators

Educators will love and support each other and work collaboratively towards a common goal of providing consistent, high quality education and care to children and their families. This will be done with kindness, gentleness and respect. Educators and colleagues will build supportive relationships which are underpinned by the service philosophy, ECA code of ethics and Bible based values. Educators will take a reflective approach to their own pedagogical practices, challenge and support Co Educators all the while building on their own professional inquiries.

Children

Educators will interact positively with children and build relationships which respect and value the rights of every child. Through inclusive and equitable practices Educators will model Christian values, support and nurture interactions; encouraging children to have meaningful relationships with others. Educators will support children to regulate their own behaviour and respond and communicate effectively to resolve conflicts ensuring all children feel secure and included.

Families and Community

Educators will ensure families feel welcome and are encouraged to actively participate in the development of their child's individual learning. This will be achieved by effective collaboration with families so that educators are aware of each child interests, strengths, abilities and their cultural backgrounds. We view early education and care as a partnership with families recognising them as the children's most influential teachers. Our service will build relationships and engage the with local community, including the indigenous community to build links with appropriate agencies, supporting families and children's wellbeing. Our Service acknowledges Aboriginal and Torres Strait Islander peoples as the original inhabitants of Australia and actively gives recognition and respect to the Elders of this land; past, present and future.

Health and Wellbeing - Love for ourselves

God asks us to care for ourselves and others. We do this in a range of ways from promoting and providing physical activity, minimising risks, managing illness and injury, ensuring effective hygiene, and providing adequate sleep, rest and nutritional requirements. We will ensure that each child feels safe and secure by fostering children's physical, emotional and spiritual wellbeing, building resilience and self-belief. We encourage children to take responsibility for and learn about their own health and wellbeing also. We believe that each child deserves the right to feel protected and will identify and respond accordingly to children at risk of abuse or neglect.

Environment – Love for God's creation

As Christians we believe that God asks us to care for the world He created. Our centre will encourage children to learn about the world around them throughout the programs and to care for the environment, showing respect for living and non-living environments. We will provide inclusive, flexible and meaningful play space to encourage exploration, investigation, problem solving and promoting sustainable practices.

Management – Love in action

We are committed to continuous improvement through supportive, loving and caring leadership, management and administrative systems, reflective practice and the development of policies and procedures that align with the current Education and Care Services National Law and Regulations. We believe that this Philosophy guides all aspects of our services practices and procedures.

Educators

This Service employs qualified, caring and passionate Educators who are committed to the Centre Philosophy and attend regular in-service training to ensure that they continue to comply with all National Laws, Regulations, National Quality Standards and Service Policies. Our Educators are committed to delivering quality early education and care to children by implementing the practices, principles and learning outcomes underpinning the Early Years learning Framework.

Lead Educators receive non-contact time each week to plan and document their program. Correct educator: child ratios are always maintained, and a roster showing the names of Educators caring for your child throughout the day is displayed. Educator's names, positions and qualifications are placed on the noticeboard in the reception area of the Service for your information.

Students and Volunteers

As a professional Service, we would like to share our knowledge and learning experiences with others and therefore, welcome students throughout the year seeking practical work experience. All students and volunteers are supervised and may be from TAFE, Universities, Private Colleges or High Schools.

Open Door Policy

This Service has an Open-Door Policy and welcomes family and community members to visit the Service at any time. We encourage parents, guardians, and the wider community to participate in and enrich the children's experiences by sharing their expertise and talents. Please contact the Services Nominated Supervisor if you are able to contribute to the children's learning experience in any way or if you would like to spend some time with children during their day.

Rooms and Ratios

This Service has 5 rooms, which have been arranged to comply with our Service Approval.

Nursery – Gillas	Birth	-	24 months	1:4 ratios
Toddlers – Burgas	15 months	-	24 months	1:4 ratios
Juniors – Gigungs	2 years	-	3 years	1:5 ratios
Pre Kindy – Kakkars	2.5 years	-	4 years	1:5/ 1:11 ratios
Kindergarten – Durra's	3.5 years	-	5 years	1:11 ratios

Hours of Operation – Early Closures

The Service's hours of operation are 6:00am to 6:00pm Monday to Friday, and the Service will be closed on Public Holidays and the week between Christmas and New Year. Centre closes 3:30pm Christmas eve or closed Christmas eve if it falls on a Friday.

The service will close at 4pm on the eve of the centre Christmas Party. Families will only be charged a maximum fee of the hours that we are open for.

Available Sessions of Care & Associated Fees

Please note: Your approved Child Care Subsidy (CCS) hours of care will be used to determine the sessions of care available to you. All session fees include the provision of all meals, nappies (where required) and sunscreen.

PLEASE REFER TO THE FEE SCHEDULE IN YOUR ENROLMENT PACK FOR DETAILED FEES FOR EACH GROUP

Holidays: Each child is eligible to 4 weeks holidays per year where each routine booking is charged at 50% of the full session fee. Parents/Guardians must give **2 weeks written notice** to be eligible for the discounted rate.

Public Holidays: Bookings that fall on a Public Holiday will be charged with a 25% discount on the public Holiday.

Sick Days and Absences : If your child is away from sickness or a general absence you will be charged at the normal rate. Each family has 42 eligible absences (this includes holidays) that will be subsidised by Centrelink. After 42 absences are accrued full fees will be applied.

Kindergarten Program Additional Fee Subsidy: Parents of children in the Kindergarten Program who hold a current Health Care Card or Pension Concession Card and meet the eligibility criteria as set by the Queensland Kindergarten Funding Scheme, will be eligible for an additional rebate on their fees. During Term time you will receive an additional subsidy off your fees from the government to further subsidise your fees. See office for more information.

Outside School Hours Care: Children booked into vacation care will not be charged BSC / ASC holiday rate at the same time.

All accounts that are overdue more than 2 weeks will be charged with a \$25.00 overdue fee

Additional Fees:

Payable upon enrolment	
Enrolment Fee	\$60.00 – Non-refundable (<i>includes centre hat, t-shirt, drink bottle and bag, security tag</i>) SECURITY TAG TO BE RETURNED WHEN YOU LEAVE
Bond	\$100.00 to be paid before commencement
Additional Security Fob	\$10.00 – refundable deposit

Cashless Service

This service is a cashless service. Fees are to be paid weekly or fortnightly and can be made by Eftpos, Direct Debit from your nominated account (via Debit Success), or Centrepay (direct debit from Centrelink payments). Eftpos payments can be made at reception (only authorised Service staff can process these) and a receipt will be provided. Any other methods of payment can be arranged with Administration staff. As per current regulatory requirements, all families will be issued with a weekly statement of child care usage which includes a record of all sessions of care provided, the full fee charged per day of care provided, the Child Care Subsidy (CCS) paid by the Australian Government, and payments received.

Fee Increase

Fee increases are scheduled for January and July of each year, these will only be implemented when necessary and the dollar amount of each increase to fees will reflect the ongoing rise in the running costs of the service, i.e. electricity, water, petrol, wages, regulatory changes, annual CPI increases and the ongoing maintenance and improvement of the Service. Fee increases are necessary so that we can continue to provide the ongoing high-quality care and excellence that families are accustomed to.

Hats, Water Bottles, Bags and T-Shirts

There centre has additional hats, bottles, bags and T-shirts for sale for \$10.00 each. You can ask for these at the counter. Every child gets one of each with their initial enrolment.

Bond

It is the Service's Policy that upon enrolment \$100.00 bond is paid by families as a bond. This is held by the Service and when notice is given that you no longer require care for your child/ren and assuming that fee payments are up to date, the bond is then transferred to your general account to pay the final two weeks of care.

Child Care Subsidy

Full Fees will be required if you DO NOT have a connection to Centrelink's child care subsidy.

Families may be eligible for childcare fee relief (CCS) through the Australian Government. Information of how to apply for the Child Care Subsidy can be accessed at www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy. Child Care Subsidy is calculated by determining 3 factors:

1. how much 'work related' activity you and your partner undertake each fortnight. Work related activity relates to full time and part time work, study and volunteering; work related activity also includes the time it takes you to travel to and from your place of work or study and your lunch break. The CCS entitlement is calculated on the lesser activity figure for a member of a couple;
2. Your total combined family income;
3. The amount of early education childcare undertaken.

If you require further information or assistance, please enquire at Reception.

Families are will be supported for up to \$10,000.00

Complying Written Arrangement (CWA)

It a legislative requirement under the Family Assistant Administration Act that the parent/guardian and the service provider, enter into a 'Complying Written Arrangement' (CWA) prior to commencement. The CWA is to include the follow:

- a. The name and contact details of the parties to the arrangement;
- b. The date the arrangement was entered into;
- c. The name and date of birth of the child to whom session of care are proposed to be provided;
- d. Whether care will be provided on a routine basis under the arrangement, and if so:
- e. Details about the days on which sessions of care will usually be provided; and
- f. Usual start and end times for these sessions of care;
- g. Whether care may be provided on a casual or flexible basis under the arrangement (either in addition to, or instead of, being provided on a routine basis);
- h. Details about fees proposed to be charged to the individual for the sessions of care provided under the arrangement and that the parties expressly understand that fees may vary or increase from time to time.

(Family Assistance Act: CWA definitions - Secretary's Rules 2018)

The requirements of the CWA are included in the enrolment form; however, after your child's enrolment has been processed, you will also be provided with a one paged, detailed CWA that is generated via our child care management software. You will be required to sign this agreement and a copy will then be provided to you.

Priority of Access

The demand for childcare sometimes exceeds supply in some locations. For this reason, the Commonwealth Government has set Priority of Access guidelines for allocating places to families who have the greatest need for childcare.

There are three levels of priority which childcare services must follow:

- Priority 1: *A child at risk of serious abuse or neglect.*
- Priority 2: *A child of 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.*

Absences

Fees are payable for absences, although half price fees apply to Public Holidays and family holidays (up to 20 days per year). A request for reduced holiday rates must be made in writing 2 weeks prior to your holiday.

Please contact the Service by 8.00am if your child is going to be absent for any reason. CCS allows for 42 absence days per calendar year. In order to claim these days and the CCS payment, you must confirm and sign for the absence day/s in KIOSK (the attendance software used by the service). Full daily fees (not subsidised fees) will be charged for absences that are not confirmed and signed for.

Overdue Fees

Fees are to be kept up to date at all times. **All accounts that are overdue more than 2 weeks will be charged with a \$25.00 overdue fee.** This fee can be waived if a payment agreement is put into place to bring the fees back up to date. If fees become overdue by more than 2 weeks and **no contact has been made with Service Administration** to arrange payment of the outstanding amount, your child/ren will not be able to attend the Service until the account is paid in full. Unfortunately, if fees remain outstanding and no arrangements put in place to commence repayments, enrolment will cease and the Service will have no option except to cancel the enrolment and commence legal action.

Intent to Withdraw Child from Service

Two weeks written notice is required if you intend to cancel your enrolment and withdraw your child from the Service. Your child will be expected to attend the Service during this two-week period and your bond will be transferred over to pay for this final two weeks of fees. Any other outstanding fees owing will need to be paid in full prior to your child's last day of attendance. If you **do not give 2 weeks prior notice** of your intent to leave the Service and you withdraw your child/ren immediately, you will be required to **pay full fees** for the required two-week notice period. The Service is unable to claim any Child Care Subsidy (CCS) on your behalf to offset your full daily fees if your child is not in attendance for the final 2 weeks of care. This is referred to as Cessation of Care and is a CCS compliance requirement.

Collection of Children after end of Session/Closing Time

If in extreme circumstances you are unable to pick up your child before the end of your child's session of care/closing time (eg vehicle break down), it is your responsibility to arrange someone to collect your child, and to notify the Service of the delay. A **late fee** of \$1.00 per minute will be charged if children are collected after the end of your child's session of care/closing time. It is important that you can contact a relative, friend or neighbour (the emergency contacts as identified on your enrolment form) who will be able to collect your child if you are ever unable to do so.

Arrivals and Departures

It is a legislated requirement of the Child Care Subsidy that you sign your child into and out of the Service each day record, and to record the start and finish times on the attendance record (KOISK software on the iPads/tablets). If you do not sign your child in or out of the service for a session of care, your CCS fee reduction will not be payable and you will be liable for full fee payment of that day.

Signing your Child into and out of the Service each day is also a safety requirement. The Sign In/Out Registers are the Service's record of who attends the Service in the case of an emergency evacuation.

On arrival take your child to the teacher and say "Goodbye" to your child. The most valuable way you can help your child settle is to adopt a calm, happy and positive approach to child/parent separation. On departure let Educators know you are taking your child and sign and record departure time on the attendance record (Administration Staff will show you how to use the Sign In/Out device/software which is located in the Reception Area).

Children must be accompanied by a parent or authorised responsible adult (i.e. over 18 years of age). If you require someone not listed as an 'Emergency Contacts' on your child's enrolment form to collect your child (eg a grandparent visiting from interstate) the parent/ guardian must notify the Service of the arrangements and provide details of the person, including full name and their relationship to your child. The person collecting your child will be required to show Educators photographic identification such as a Licence.

It is also important that Administration staff record any custody orders on enrolment forms to ensure your child's safety. Documentation must be from a court and must be current. Educators will be informed of this information and it will remain confidential.

Educational Programs and Practices

Educational programs delivered at the Service will be developed to align with the Early Years Learning Framework, also known as the EYLF. The EYLF was developed specifically for children aged from birth to 5 years which has been recognised as a vital time in a child's life for them to learn and develop socially, emotionally and cognitively. The EYLF ensure all children receive quality educational play-based programs within the early childhood setting which will be engaging and inclusive and will build success for each child's future.

The Service will work in partnership with families, who are recognised as a child's most influential educators, to develop learning programs that have been initiated by children's ideas, interests, experiences, strengths and abilities.

The Early Years Learning Framework describes childhood as a time of belonging, being and becoming:

Belonging is the basis for living a fulfilling life. Children feel they belong because of the relationships they have with their families, community, culture and place. *Belonging* is central to *Being* and *Becoming*.

Being is about living in the here and now. Childhood is a special time in life and children need the time to just be, to seek and to make meaning of their world; time to play, try new things and just have fun.

Becoming is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

The EYLF has 5 learning outcomes that are underpinned by quality practices and principles that the educators will use to guide children's learning experiences. The children will be observed, and progress will be documented so that children's learning can be built upon and expanded. Educators will monitor the progress of children by watching, listening to and talking to them.

The 5 learning outcomes are:

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

The educational program will be displayed in and around each room in various formats. Families are encouraged to contribute to the content and development of the programs to further enhance their children's individual learning. There will be various learning displays and photo boards so that families can see what experiences the children have had during their time at the Service.

What to bring each day

Please clearly name all items All Food Provided

Nursery – (Birth to 15 months or up to 20 months)

1. One bag large enough to hold the following items
 2. All bottles clearly labelled with name.
 3. Hat (named).
 4. Spare clothes – several changes.
 5. Comforters, eg. Dummies or favourite soft toy.
 6. Premeasured formula with premeasured water in bottles with a lid or breast milk **clearly labelled**.
- ❖ **Nappies and bedding supplied by Service**

Toddlers – (15 months to 2.5 years)

1. One medium sized school bag or knap sack
 2. Water bottle – bottles for milk if required (no glass/cans/cordial).
 3. Hat (named).
 4. Spare clothes – several changes.
 5. Comforters, eg. Dummies or favourite soft toy.
 6. A cot sized sheet set in drawstring bag or a pillowcase with a loop attached for hanging.
 7. A light blanket may be necessary in cooler weather.
- ❖ **Nappies supplied by Service**

Junior Kindy – (2 to 3.5 years)

1. One medium sized school bag or knap sack
 2. Water bottle – bottles for milk if required (no glass/cans/cordial).
 3. Hat (named).
 4. Spare clothes.
 5. A cot sized sheet set in drawstring bag or a pillowcase with a loop attached for hanging.
 6. A light blanket may be necessary in cooler weather.
- ❖ **Nappies supplied by Service**

Pre Kindy – (2.5 to 3.5 years)

1. One medium sized school bag or knap sack
 2. Spare clothes/underwear/ Nappies if required
 3. Water bottle - (no glass/cans/cordial)
 4. Hat (named).
 5. A cot sized sheet set in drawstring bag or a pillowcase with a loop attached for hanging.
 6. A light blanket may be necessary in cooler weather.
- ❖ **MUST PROVIDE OWN NAPPIES IF REQUIRED**

Before School Care (4.5 years to 12 years)

School aged children are part of a mixed aged grouping early in the morning and participate in quiet indoor activities and appropriate outdoor activities until being escorted to school at 8.15am on the Service's bus.

After School Care (4.5 years to 12 years)

Children are collected from the school each afternoon and escorted to the Service on the Service's bus. A healthy afternoon tea is provided for your child when they arrive at the Service. A copy of the menu is displayed in the Reception for your information. Children will participate in suitable activities and the playground caters for school aged children.

Kindergarten Program



- The QLD approved Kindy Program operates for 40 weeks per year (10 weeks per term).
- The Kindy Program aligns with QLD School Term Times
- This means that during the school holidays our Kindy Teacher/s will generally not be on site but care will still be available for all Kindy children who will take part in a “Kindy Holiday Program”.
- Kindy Operational Hours 8:00am to 3:30pm (7.5 hours per day).
- To be eligible for the Kindy Program, the QLD Government’s Kindergarten Guidelines state that children must attend for a minimum of 15 hours per week (a minimum of 2 days per week in total).
- The Kindy Teacher is on site, delivering the Kindy Program during the program’s operational times , assisting educators replace the teacher before and after the Kindy’s operational hours).
- Additional fee subsidy is available if you hold a current Health Care Card, this MUST be communicated to the Administration staff and a copy of your Health Care Card supplied so that the subsidy can be applied.
- Half price fees are offered over the holiday periods for up to 20 days per year; to receive the 50% discount you must provide 2 weeks written notice of your intent to take holiday.
- All other absences will be charged at the normal session rate and are covered by CCS fee subsidy for up to 42 days per year (including holiday absences).

Play Based Learning

Brain development

Numerous studies have shown that play contributes to the neurological and structural development of the brain. We know that secure attachments, quality interactions and stimulation are significant aspects of brain development; play provides active exploration that assists in building and strengthening the brain’s neurological pathways. Play supports the development of the brain to have increased ‘flexibility and improved potential for learning later in life’ (Lester & Russell, 2008).

Young children’s play allows them to explore, identify, negotiate, take risks and create meaning. The intellectual and cognitive benefits of playing have been well documented. Children who engage in quality play experiences are more likely to have well-developed memory skills, language development, and are able to regulate their behaviour, leading to enhanced school adjustment and academic learning (Bodrova & Leong, 2005).

Play-based learning is described in the EYLF as ‘a context for learning through which children organise and make sense of their social worlds, as they actively engage with people, objects and representations’ (EYLF, 2009, p. 46).

Yearly Overview

Term 1 – Strong sense of self

Term 2 – Strong social sense

Term 3 – Pre Literacy and Pre Numeracy

Term 4 – Applied Literacy and Numeracy concepts

What to Bring for Kindy

- A child's backpack with spare clothing in case of water, messy play or accidents.
- A sun safe hat
- Drink bottle.
- Sheets / bedding for rest time

***Please make sure all belongings are CLEARLY NAME**

How to help prepare your child for Prep

As a parent, you play a vital role in your child's education. There are many things you can do to make your child's first day and time at school more enjoyable. You can help your child prepare for their first year of school by:

- improving their independence
- having a daily routine
- packing a healthy lunch
- knowing your school
- getting involved with your school
- doing family activities at home.

Encourage your child's independence

Before your child starts school, encourage them to be independent by helping them practice:

- packing and carrying their own school bag
- putting on their shoes
- eating and drinking without help
- going to the toilet on their own
- using tissues to blow their nose
- recognising their belongings.

Daily Routines

Daily routines can help children understand what they need to do, when to do it each day and why it's important. To help prepare your child for school, get them into a routine which includes:

- going to bed early
- waking up at a certain time—leave plenty of time to get ready
- having a healthy breakfast—needed for energy and concentration
- preparing and eating lunch
- making time for physical activities.

Before your child starts school, make sure you talk to them about what to expect. Remember to be flexible, supportive and understanding as it may take them some time to adjust socially and to be familiar with their new routine.

Referenced from - <https://www.qld.gov.au/education/earlychildhood/prep/pages/preparing.html>

Behaviour Guidance

Behaviour guidance is the positive guidance given to children to encourage desirable and acceptable behaviour. This will assist children to self-regulate their behaviour by understanding the emotion/s they are feeling, why they are feeling a particular way and making decisions and choices about their own behaviour. Behaviour guidance helps to foster an understanding about the rights, needs and feelings of others. If a child's behaviour is of concern, educators will discuss behaviour guidance strategies used at home with the family, and then continue to work with the family to develop ongoing, consistent strategies to support positive behaviour choices. All Educators will follow the practices outlined in our Behaviour Guidance Policies which you can access in the front foyer.

Excursions and Incursions

Excursions for the senior children may be held during the year. You will receive a notice with the details outlining the destination, duration, costs, the educational benefits for the children, and a request for parent/guardian permission beforehand.

Throughout the year we will also have a number of incursions from various entertainers and other educational services that cover a range of related subjects.

Newsletters and Notices

Regular newsletters will be produced to keep you informed of upcoming events, helpful information and to provide you with current information on activities occurring within the Service. These will be placed in your parent pocket or sent to you via email.

Information about your child's day will be displayed in your child's room. The noticeboards in the Reception Area and in your child's room will also display helpful information regarding health, safety and early childhood issues.

Toys from home

We have an extensive range of toys and books in the Service, so it is unnecessary for your child to bring these items from home. Toys can be broken or lost, and this causes concern for all. Only bring them in if they are doing some sharing time / show and tell with their class.

Meals and Nutrition

All meals are provided for your child, these include a healthy morning tea, lunch and afternoon tea. All meals are supplied by 'Yummies for little tummies' and are freshly delivered to the Service daily. The daily menus consist of fresh quality produce that is both healthy and delicious. Menus offer fun, creative and nutritious meals catering for babies through to school age children. You can see the menu in the front foyer.

Children with allergies, food intolerances, or cultural food preferences are catered for; Y4LT will tailor the menu to suit the individual food requirement/restrictions for the children. You will be asked to complete an allergy notification for your child and this information will be provided to Yummies for little Tummies. Your child's dietary needs will be catered for with an individually packed meal that your child can safely eat and enjoy. All food is prepared and packed in Yummies commercial kitchen which is a nut and egg free environment.

The menus are regularly rotated to provide variety and are appropriate to the varied ages of children. All menus include a large selection of fresh fruit with morning and afternoon tea as well as steamed vegetables with a hot lunch or a sandwich/wrap/burger alternative through the summer months. It would be appreciated if you could supply your child with a bottle filled with water that will be accessible to them throughout the day.

Nuts and Eggs

Unless special permission is sought we ask that no nuts or eggs are brought into the centre as there may be children with serious anaphylaxis allergies.

Birthdays

Birthdays are special and can be a part of building your child's positive self-image. Please see your child's Teacher about sharing a birthday cake or treat such as ice cream at the Service with friends. However, we also respect the rights of families who do not wish their child to participate in such celebrations for cultural or religious reasons.

Emergency and Evacuation

Evacuation plans are displayed in each room with exits clearly marked. Emergency drills are held once a month to allow Educators and children to become familiar with the procedure. Please familiarise yourself with the plans in case you are in the building during an Emergency or Emergency drill.

Health and Infection Control

Children must be well enough to fully participate in the activities of the day. Sick children need to be excluded from the Service until they are well. Parents are asked to notify the Service immediately if a child contracts an infectious illness, and children must remain at home until the contagious period is over and they have fully recovered. (Please see the Infectious Diseases Exclusion Table at the back of this handbook and on Noticeboards within the Service).

Children will not be able to attend the Service with the following:

High Temperature	Impetigo	Influenzas
Mumps	Diarrhoea	Vomiting/Gastroenteritis
Measles	Ring Worm	Temperatures over 37.5°
Conjunctivitis	German Measles	Head Lice (must be treated)
Persistent Coughing	Scabies	
Consistent Runny nose	Chicken Pox	

Children who become ill during the day will be sent home. This decision can be made at the discretion of the service supervisor alongside our policies for illness and infection control. Working parents need to ensure that they have a relative or friend who can be available for emergency care for times when a child is ill and unable to attend the Service.

Medication

Medication prescribed by a Doctor/Naturopath will be administered providing it is in its original packaging and clearly labelled with the child's name, the name of medicine, the dosage, frequency it is to be administered and an expiry date. Medication must be given to your child's teacher and a 'Medication Request form' MUST be completed.

Medication requiring refrigeration must be placed in a locked medication box and stored in the staff room fridge. All other medication must be placed in the locked cupboard located in each room's Kitchen/Prep area.

Injuries

All injuries are recorded on an 'Incident Form' which parents are asked to sign upon collection of their child. All Service Educators have current First Aid qualifications and the family will be notified of any injury during the day. First Aid will be given and medical assistance will be obtained if necessary. Parents are asked to give permission for emergency medical aid as part of the enrolment application.

Hygiene and Safety

Educators are trained in Occupational Health and Safety and every effort is made to ensure that the buildings and outdoor areas are kept in a safe and hygienic condition. Potentially dangerous products are kept in locked cupboards, the outdoor area is always supervised and educators regularly discuss safety practices with children. Hats and sunscreen are worn outdoors, walking inside and on the concrete is encouraged, water play is strictly supervised, and young children are never left unattended in nappy change areas. Regular safety checks are carried out around the Service, smoking is prohibited, and gates and safety doors are kept always shut.

Children are instructed in areas of personal hygiene; proper hand washing, coughing/sneezing etiquette, toileting, and dental care (rinsing the mouth after eating). Educators abide by the Council approved Food Safety Program which stipulates the use gloves when handling food and that food requiring refrigeration is stored at the correct temperature. The Service has several policies relating to Hygiene that must be always adhered to. Please see the Policy Handbook or the Food Safety Program for more information.

Harmful Plants

Educators will be trained in the identification of harmful plants. In the event a child unknowingly brings flowers/plants that may be harmful to the children, Educators will thank the child for the lovely thought and then tactfully remove the flowers/plants from the room; ie. tell the child they would look lovely in the Staff room.

There will be a copy of the booklet 'Plants and Fungi Poisonous to People in Queensland' from the Poisons Information Service located in Reception area.

Soiled Clothing

Any clothing soiled by bodily fluids will be rinsed by Educators and placed in a plastic bag and stored inside a named and sealed container for collection. Parents will be notified by a tag attached to your child's bag, indicating the need to collect soiled clothing from the bathroom (Soiled Clothing Shelf) next to your child's room.

Plastic Bags

Plastic bags will always be stored in an area out of reach of children and will only be used for the disposal of nappies and the storage of soiled clothing as mentioned above. In the interests of safety for all young children, it would be appreciated if you would not send food or clothing to the Service in a plastic bag, clip-lock bags or cling film.

Sun Safety

This facility is a Sun Safe Service; therefore, children must bring their hats to wear every day and families are encouraged to ensure children are wearing sun safe clothing (sleeves to ensure shoulders are covered) as lots of time will be spent outside playing and learning. The centre will provide each child with a hat and shirt upon enrolment. Sunscreen will be applied before children go outside. Parents are encouraged to apply sunscreen on arrive.

Australian Children's Education and Care Quality Authority (ACECQA)

ACECQA is the National statutory authority that oversees the implementation of the Education and Care services National Law and the Education and Care Services National Regulations. ACECQA also oversees the implementation of the National Quality Framework, National Quality Standards and monitor the Assessment and Rating process in Early Education and Care Services throughout Australia. Information on ACECQA can be found online at, <http://www.acecqa.gov.au>.

Office for Early Childhood Education & Care (OECEC)

The Office for Early Childhood Education & Care is Queensland's state regulatory authority that ensures all Early Education and Care Services meet National Legislative requirements.

This Service holds a Service Approval in accordance with the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011. The Service Approval is displayed in the foyer.

The Department can be contacted via the Office for Early Childhood Education & Care Information Service on: 1800 637 771 (24 hours).

Complaints

In the event of an issue or complaint relating to the Service please contact either the Nominated Supervisor or the Approved Provider:

Approved Provider

Jenny Hills
2/12 Leda Drive
Burleigh Heads QLD
Ph: 5576 2144
Email: approvedprovider@jha.com.au

Business Manager

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