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**\*FBI\***

**Parent**

**Handbook**

**\*FBI\* Child Care and Pre School Centre**

41b Bellevue Avenue  
FORRESTERS BEACH NSW 2261

Ph: 4385 8545

**Owner/Nominated Supervisor**

Lorna McPhee

### **Parent Communication**

We at \*FBI\* aim to provide a high quality service, which includes a program that follows the children's needs and interests, as well as an environment that gives the children the opportunity to explore and promote their knowledge from their experiences achieved. Details about your child's routine and current needs will be asked each morning (specific requirements may be jotted in the room diary for later reference). Upon collection, Educators will endeavour to speak to you about daily occurrences. A 'Day Sheet' is also displayed in the program area of each room', and more details can be found adjacent to the sign in book. We encourage our families to involve themselves with their children's development, by providing comments, feedback and concerns. This can be done by:

- Writing in our parent communication book located next to our sign in/out sheets.
- Write in the comments area provided on our arrival and departure sign in/out sheets.
- Add a comment to the white board in the hallway
- Communicating, in writing, any changes to Enrolment details & child information
- Or you are most welcome to approach a staff member and voice your concerns and input.
- \*FBI\* welcomes your support and involvement.

### **Parent Grievances**

If there are any concerns that you wish to discuss with regards to your child, a concern for another child, the centre, the policies or a staff member, please don't hesitate to speak directly to an appropriate Educator, member of staff or contact the Nominated Supervisor (Lorna McPhee). Under the National Quality Framework Regulations, the Licensee must give written notice to the Director- General within 1 week of the complaint being made, as well as written notice to the Director – General of any action taken in response to the complaint as soon as reasonably practical after the action is taken. All correspondence will be dealt with following strict *privacy and confidentiality* guidelines.

Under the National Quality Framework Regulations, \*FBI\* will retain detail of any complaints by a parent or person responsible for a child, and any action taken with regards to the complaint.

\*FBI\* provides a policy for parents with a grievance; this also comes with a grievances information sheet that can be filled out while still at the centre. Please see Lorna if you require assistance. We are here to assist. Please don't hesitate to ask for help.

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*Please remember that all centre policies and procedures are living documents and are always under review and updated. We will inform you of any new policies and involve you in the decision making as appropriate. Please keep current and informed. You can refer to the Policy Manual in the foyer for further detail at any times. All documents remain the property of \*FBI\* and copies cannot be made or removed from the centre.*

***Thank you for being part of the \*FBI\* team!***

***Please refer to our Policy Folder (located in the Entry) for all centre procedures.***

### **Positive Guidance**

Educators are trained in and well aware of developmental milestones of children. Undesirable actions that are evident in children's behaviour are managed on a case by case basis. It is important to remember that such actions (including pushing, biting, hitting, etc) can occur for a number of reasons and may relate to age appropriate learning levels. Strategies will be implemented where inappropriate behaviour is reoccurring. Consultation with parents is active, and if required advice will be sought from advisory bodies. Confidentiality is maintained and reinforced at all times.

### **Hygienic Practices**

\*FBI\* aims to promote and protect the health, safety and wellbeing of all children. Consistent methods of hygiene are followed to reduce the spread of infectious diseases. Information on health, hygiene, safe food and dental care principles and practices will be displayed and drawn to the attention of parents on a regular basis.

On a weekly basis (or as otherwise needed) equipment is washed, air dried and appropriately stored. All surfaces are thoroughly cleaned each day. Strict hand washing, nappy change and toileting, food preparation and storage procedures are adhered to.

### **Safety**

All staff and Educators are knowledgeable of current Work Health and Safety requirements. Indoor and outdoor environments are observed and checklists are carried out on a daily basis. Procedures are followed for maintenance and all illnesses and injuries are document and audited appropriately. Staff dress codes are adhered to ensuring that employees remain safe from harm whilst at work and regular appraisals and counselling is available.

### **Illness and Injuries**

In the event that your child becomes ill or injured whilst at the centre, appropriate action will be taken to comfort and care for your child. Parents will be contacted and may be required to collect their child. An 'Illness and Injury Report' will be completed and a copy can be made available upon requested. All educators have current First Aid training. First Aid kits are regularly checked and stocked, and emergency contact numbers are displayed adjacent to telephones in each room.

### **Privacy & Social Media**

To ensure that the privacy of our service, children, educators or families are not compromised in a any manner, we discourage the sharing of details and images outside of the centre. This includes conversations, postings via twitter, face book and other social networking sites. \*FBI\* appreciates the efforts of both families and educators in understanding and cooperating with this process.

### **Visitors to the Centre**

Individuals, other than enrolled families, visiting the service must make themselves known to the office staff and/or Educators and complete the 'Visitors Book', located in the foyer upon entry. Such visitors could include service persons, new families, Governing Body representatives, and sales people.

On occasion, children who are not enrolled in the service may be present. An example of this is when families come to collect or drop off siblings. At these times, children who are not enrolled remain the responsibility of the adult who brought them to the service. For insurance purposes, such visitors must be accompanied by the adult at all times and are not permitted to use the centre equipment.

### **Eco Friendly**

\*FBI\* is proud of our natural surrounds, and every effort is taken to maintain a clean, tidy and free from harm environment. We remind you that smoking is NOT PERMITTED on or around the service. This includes inside the building, in the outdoor areas, on the ramp and in the car park. Thank you for your cooperation.

# Contents

Contact Details	2
Welcome	4
Centre Aims	4
Mission Statement	5
Centre Philosophy	5
Hours of Operation	7
Staff Members	7
Education, Curriculum and Learning	7
Enrolment & Fees	7
Overdue Fees	7
Arrival & Departure	8
What to Bring	8
Birthday Celebrations	8
Medication	9
Immunisation	9
Exclusion	9
Emergency	9
Child Protection	9
Positive Guidance	10
Hygienic Practices	10
Safety	10
Illnesses & Injuries	10
Privacy & Social Media	10
Visitors to the Centre	10
Eco Friendly	10
Parent Communication	11
Grievances	11

## **Welcome to \*FBI\***

\*FBI\* Childcare and Pre-School Centre welcomes you.

\*FBI\* is family owned; it is operated by Lorna, Lee and Christopher.

\*FBI\* caters for children from 0-6 years old. We also provide a school readiness programme for children from 3-6 years. \*FBI\* is licenced for 79 children per day.

\*FBI\* has an 'Open Doors' Policy:"

- O Open at all times for parental inspection
- P Please come and see how \*FBI\* helps your child's development
- E Entry by you at any time is how \*FBI\* guarantees the continuing quality of our working practices and protection for the reputation of our staff and management.
- N Never use a service where you do not feel welcome
  
- D Don't hesitate to visit us here at \*FBI\*
- O Our centre is proud of the quality and care that \*FBI\* Educators provide
- O Our Educators are qualified, trained, experienced and talented
- R Rather than take our word for it, come and visit
- S See you here at \*FBI\*

## **Centre Aims:**

The Licensee/Supervisor/Director and staff of \*FBI\* believe that the early years of a child's life are their most influential. It is within these years that a child develops the foundation skills and abilities that will carry them through life. Our Educators feel by being attuned to children's thoughts and feelings, support the development of a strong sense of wellbeing. Our aim is to work closely with families to form a partnership, where educators can develop learning programs responsive to children's ideas, interests, strengths and abilities, and recognise that children learn through play. Fundamental to the EYLF is the view that children's lives and childhood is a time of Belonging, Being and Becoming.

### **\*FBI\* Aim Is To:**

- Work as partners with parents and families of the children.
- Provide information, contacts and support for the children, parents, and families.
- Provide high quality care and learning environment.
- Provide a program based on the Early Years Learning Framework where all children experience learning that is engaging and builds success for life.
- Provide a safe, secure, happy and loving home like environment where children have a sense of belonging.
- Provide a place where childhood is a time to be, to seek and make meaning of the world.
- Provide an environment that has vibrant and flexible spaces that are responsive to interests and abilities of each child.
- An environment rich in resources to stimulate learning and development.
- Provide educators that are experienced in nurturing, caring and valuing children.
- Recognise, respond, to all children's strengths, abilities and interests. We value and build upon children's strengths, skills and knowledge to ensure their motivation and engagement in learning.
- Respond to children's expertise, cultural traditions and ways of knowing, the multiple languages spoken by some children, particularly Aboriginal and Torres Strait Islander children, and strategies used by children with additional needs to negotiate their everyday lives.

**Source:** Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments.

## **Medication**

Please see a staff member if your child requires medication during the day of attendance. You will be asked to fill out a medication form. Remember that only **prescribed** medication by a doctor, and only when the medication is still in its original packaging, will be administered on the premises. NO off the shelf medication can be administered, without a written letter from the doctor.

If your child is Asthmatic, please provide an Asthma plan. If your child requires a puffer during the day you are to inform a staff member so that your child's puffer is stored away from all children into a safe place for the day. You will then be required to fill out a medication form. Medication label must reflect your child's name and dosage details provided by the chemist.

If you feel that your child needs you, please keep them at home if they are unwell. You will be contacted to collect your child if they appear to have a temperature, an infectious disease, or feeling unwell. In a case of an emergency and a parent cannot be contacted, the staff will consult with the local doctor, or ring an ambulance.

All children enrolled in \*FBI\* are covered by an accident insurance policy that covers transport to the hospital by and ambulance (Check with Lorna).

All full time staff and casual staff hold a current Senior First Aid certificate.

## **Immunisation**

To be able to receive your CCB from Centrelink, your child must be up to date with their immunisations. It is the parent's responsibility to keep \*FBI\* informed of their child's immunisation status; a copy is to be given to the office. In the event of disease outbreak, you will be required to keep your child from the service until the service is clear of any cases.

## **Exclusion**

Due to health and safety requirements the following exclusions must be recognised.

- Your child must not attend pre-school if they have had vomiting or diarrhoea in the last 24 hours.
- Children that have started a course of antibiotics are not permitted to attend pre-school for 24 hours.
- If your child has a case of head lice they need to be treated effectively by killing all head lice and removing *all* eggs before they can return to pre-school. On return it is the director's decision to check the child's hair on arrival and state if they are able to attend.

## **Emergency**

During the year \*FBI\* will carry out and role-play a fire drill, and a lockdown procedure. These are done every 3 months, and over a week period, to ensure that all children and staff attending have the opportunity to experience being involved in a fire drill or lockdown procedure. We at \*FBI\* take the health and safety of every child and staff member very seriously. You will find the emergency procedures displayed on the walls throughout the centre. If there is a need to evacuate, the children will be taken to the grassed area by the car park, supervised by all staff members, and parents will be contacted to collect their child/children.

## **Child Protection**

\*FBI\* is committed to protecting children and keeping them safe. All staff, by law, are required to report any suspected cases of Risk of Harm. Parents are also able to contact The Child Protection Helpline at Community Services on 132 111 with any child protection concerns that they may have.



## **Arrival and Departure**

On arrival and departure you are required to complete the sign in/out attendance sheet. Attendance books are located either on the parent bench in the room or on the table outside (wherever the children are located at the time). PLEASE REMEMBER TO SIGN YOUR CHILD IN/OUT. In accordance with CENTRELINK guidelines, attendances AND absences must be signed for so you can be eligible to receive your CCB. This is a legal document and needs to be kept up to date. If your child is not signed in/out you will impede your CCB payments and your fee will then endure the full daily rate. Your child will not be released into the care of anyone not authorised in writing or known to the centre staff, or to anyone under the age of 18years.

Staff will need to be informed if someone other than yourself will be collecting your child. Please remember that we will ask to sight and photocopy their ID. If staff are unsure in any way, you will be notified. If no one has come to pick up your child by 6.00pm on closing we are obligated to call FAC'S (Family and Community Services) or the Police. **You will also incur a late fee of \$2 per minute.**

## **Please Bring Each Day**

\*FBI\* provides all meals following 'Healthy Guidelines for Children', including morning tea, a hot lunch every day (with a nutritious dessert) and homemade afternoon tea. Milk and water are provided at morning and afternoon tea, while water only is available at lunch. Individual dietary needs are catered for accordingly. If your child requires formula, please bring in all requirements to allow us to cater for your child's needs. Bottles are warmed in Bottle Warmers only.

To ensure a comfortable day, your child will need;

- A complete change of clothes, **clearly labelled**, (please add extra if your child is toilet training). Please no singlet tops as we like to protect the children as much as we can from the sun's UV rays. **Hats** must be provided for freedom of outdoor activity.
- Thongs or slip on shoes can be a danger to the children's free movement and development. Closed in shoes or strap sandals are required for safety. (WHS)
- Nappies if your child requires them, 4 per day. We do provide wet wipes.
- Drink Bottle for your child to hygienically access water at any time. We recommend bottles with a flip lid or spout.
- A sheet to cover the bed, a pillow or blanket that your child uses, a comforter, dummy, bottle or special soft toy (please, no other toys). In accordance with Regulations, children are required to have restful periods throughout the day. Educators respect and cater to individual needs.
- Clothing should be appropriate for the weather conditions, and to allow freedom of movement through various creative and motor activities.
- It is the parent's responsibility to apply sun block to your child prior to arrival at pre-school.
- \*FBI\* provides sun block to reapply to your child for afternoon play. (If your child requires a special sun block, please supply it in original packaging).

**Please remember that your child needs to leave behind at home toys of any kind. We have plenty of educational equipment for your child to have fun and experience while developing their skills and knowledge.**

- ❖ **To ensure that your child's items are easily identified and returned to you, please clearly LABEL your child's bag as well as all items.**

## **Birthday Celebrations**

This is a special and exciting time for your child. When it is your child's birthday you are most welcome to provide a birthday cake to be shared by all the children attending on this day. We must insist that you purchase a cake from Coles, Woolworths or a Bakery, which provides the ingredient label used in making the cake. This is kept on the centres premises, in case there is an allergy reaction by a child within the first 24 four hours of consuming the cake (WH&S requirement). Cling wrap will be used to cover the cake and avoid cross contamination when your child blows out the candles. If your child does not celebrate any special events please inform the staff.

### **Mission Statement:**

At \*FBI\* we acknowledge the importance of play in early childhood development. Play is very important and the most effective tool and is central to a child's learning and development. Play is non-threatening, spontaneous, and meaningful. Through play babies and young children explore and learn to understand the world around them as they come to communicate, discover, imagine and create. When children play they are showing what they have learned and what they are trying to understand. When children play with other children they create social group, test out ideas, challenge each other's thinking and build new understandings.

This is why play is one of the foundations of the Early Years Learning Framework. By using this Framework educators will guide children's play by carefully designing learning activities and stimulating indoor and outdoor learning environments. We also acknowledge that each child is unique and therefore will progress 'at their own pace'. The EYLF is a key component of the National Quality Framework which has been developed by Council of Australian Governments (COAG) to assist educators to provide young children throughout Australia in their early year's opportunities to maximise their potential and develop a foundation for success in the future.

The Framework's vision is for all children to experience play-based learning that is engaging and builds success for life.

- **Belonging** is the basis for living a fulfilling life. Where children feel they belong because of the relationships they have with their family, community, culture and place.
- **Being** is about living here and now. Childhood is a special time in life and children need time to just 'be'-time to play, try new things and 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 framework focuses on your child's learning. Educators will work with you in order to get to know your child well. At this centre we will create a learning program that builds on your child's interests and abilities and keep you in touch with your child's progress. Through the Framework's five learning goals educators will assist your child to develop:

- A strong sense of their identity (have confidence in themselves and to form friendships)
- Connections with their world (learn to respect the environment and cultural diversity)
- A strong sense of wellbeing (socially, emotionally & physically)
- Confidence and involvement in their learning (explore, create, learn, experiment)
- Effective communication skills (by using literacy and numeracy to communicate)

**Source:** Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments.

### **Centre Philosophy:**

**\*FBI\*Children** - We see children as unique and capable individuals, who come to \*FBI\* with their own interests, talents, skills, and ideas. We as educators are well trained and passionate. We value, respect and appreciate this uniqueness. We feel all children have a right to be active participants in their own learning and must be empowered to express their views and ideas. At \*FBI\* a child's opinion must be valued for its validity to their perspective and their autonomy and initiative needs to be respected. \*FBI\* educators will protect and cherish the innocence of children and thus provide a safe and secure environment. At \*FBI\* we unpack the Early Years Learning Framework (EYLF) we will work alongside your child to actively promote children's learning through worthwhile and challenging experiences and interactions that foster high-level thinking skills.

**\*FBI\*Family** - We acknowledge that families are the most important and influential aspect in the lives of young children and the significance of their relationships cannot be underestimated, \*FBI\* aim's to ensure we involve parents and families into all aspects of the programs development and implementation. \*FBI\* strive to develop positive, mutually respectful relationships with each family member, as we work in partnership to achieve the best possible outcomes for all. \*FBI\* believe that

working in partnerships with families is central to ensuring continuity and progression in a child's learning, development and future success.

**\*FBI\* Educators** - The Educators in any early childhood setting know that team work and effective communication are essential requirements for positive outcomes across all aspects of the centres' functioning, for 'together everyone achieves more'. \*FBI\* educators are responsive to all children's strengths, abilities and interests. \*FBI\* will value and build on children's strengths, skills and knowledge to ensure their motivation and engagement in learning (EYLF). At \*FBI\* we aim to create an environment of trust and respect, where we all work towards achieving a shared goal. Ongoing education and training is a critical aspect of staff's professional development. It is through accurate evaluation and assessment, which occurs when we critically reflect on our actions, that we are able to identify areas which may be considered a skill and those which may need further development. We recognise staff as our centre's most precious resource and aim to provide them with a satisfying and safe working environment. \*FBI\* also appreciate the experience and skills of all staff. \*FBI\* appreciate their dedication as an integral element of the success of our centre. All staff hold current First Aid Certificates.

**\*FBI\* Program** - In early childhood education the curriculum is not the focus, the children are. \*FBI\* feel that a meaningful, integrated, emergent curriculum using EYLF as the Framework is the most beneficial to children's learning across all developmental domains. A curriculum in which children are active participants and collaborators allows for a more individualistic and meaningful involvement by the children. We at \*FBI\* believe children are unique individuals who develop at their own rate, and thus by providing enriching, meaningful and realistic opportunities children will explore, create, discover, and imagine. \*FBI\* programs reflect planned and spontaneous experiences designed to support children's development in all domains. Through the EYLF the program will see Educators use intentional teaching, it's deliberate, purposeful and thoughtful. Educators of \*FBI\* engage in intentional teaching recognise that learning occurs in social contexts and that interactions and conversations are vitally important for learning. They actively promote children's learning through worthwhile and challenging experiences and interactions that foster high-level thinking skills (EYLF).

**\*FBI\* Environment** - \*FBI\* Children inherit connection to the natural world and, as Educators, we understand that children often develop their ideas and understandings of the world around them from the information presented to them by the significant adults in their lives. As \*FBI\* is one of these significant adults we have a responsibility to present a positive approach to the environment. \*FBI\* will also embrace diversity within our centre and the wider community, so that \*FBI\* children view this diversity with a sense of appreciation and wonder rather than misunderstanding and fear. \*FBI\* will through respect, acknowledgement, appreciation and acceptance of diversity within our community, our service will embrace, celebrate and share traditions and cultures throughout our program. Learning environments are welcoming spaces when they reflect and enrich the lives and identities of children and families participating in the setting and respond to their interests and needs \*FBI\* will cater for different capacities and learning styles and invite children and families to contribute ideas, interests and questions (EYLF).

**\*FBI\* Community** - \*FBI\* strive to be seen as a centre of excellence within our community. Our centre values community involvement in all aspects of our program. \*FBI\* is a centre where community resources are utilised effectively. \*FBI\* enhance the growth and development of individual children, families, and staff.

**Source:** Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments.

### **Hours of operation**

\*FBI\* operates between the hours of 7am – 6.00pm, Monday to Friday. We are open for **52 weeks** of the year, however close on NSW Public Holidays (New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Queen's Birthday, Labour Day, Christmas Day and Boxing Day). Due to our insurance policy we cannot open our doors before 7am and we cannot have children on the premises after 6.00pm.

### **Staff Members**

We are very excited to be sharing a new experience and everyday learning with your family. We encourage you to visit and spend time looking around our centre. Feel free to ask any questions that you might have, we are here to help you in this smooth transition to our pre-school. \*FBI\* prides itself on maintaining above the minimum legislated ratio requirements.

### **Education, Curriculum and Learning:**

Educators are encouraged to create positive learning environments and guide experiences of all children in consultation with family members. Observations, progressive programming and individual portfolios are used to document the development of the children throughout the year. The National Quality Framework is reflected in our approach. Educators abide by the National Regulations and incorporate their knowledge of the Early Years Learning Framework (EYLF) outcomes as well as the principles from the National Quality Standards (NQS).

### **Enrolment and Fees**

On enrolment you are required to pay a **\$35.00 non-refundable enrolment fee**, plus 1week's fees. It is imperative that all fees are kept at least 1 week in advance. **A bond of \$150.00 per child is payable prior to commencement and is refundable on leaving the centre.**

We would prefer you to pay your fees by eftpos or internet banking - BSB: 112-879; Account: 485079262. Please write your child's full name as a reference. If Office Staff are unavailable, please request the assistance from a room leader.

'Centrepay' – Child Care Rebate (CCR) is a free direct bill-paying service offered to families receiving payments from Centrelink. Through Centrepay (CCR), you can choose to pay your child care fees by having a weekly amount deducted from your Centlink payment. This service can be requested by contacting Family Assistance on ph: 136150 (Medicare offices/Family Assistance).

Fees are payable while the centre is operating, including absences relating to your child's health or holidays. If your child is enrolled on a public holiday day they will receive a Make-up in lieu (fees must be up to date to be eligible for a make-up day).

Fees can be paid weekly, fortnightly or monthly. You can make these arrangements with Office Staff. Payments of fees must be made on the first day of the week that your child attends.

When you are preparing to terminate your child's position to leave our service, two (2) weeks notice in writing must be given, and your account finalised.

### **Overdue Fees**

Overdue fees will be given written notice to pay your account in full or your child's position will be terminated. Your child's position may be terminated if:

- There is an absence of 2 or more weeks where the centre has not been contacted.
- If your fees are 2 or more weeks in arrears or there has been no payments of fees for 2 weeks.
- If there is no effort in contacting Lorna and voicing your concerns (this is kept confidential at all times). Please ring the centre.
- If your fees are over \$150.00 you will be charged a late fee of \$2.00 per day for being in arrears.
- If you have any difficulties paying your fees please contact Lorna.