Waroona

Child Care

Parent Handbook

Waroona Child Care

39 South Western Highway, Waroona

Email: admin@waroonachildcare.com

Phone: (08) 97333040

Introduction

Welcome to Waroona Child Care. We look forward to a happy and rewarding partnership with you and your family whilst providing a fun and caring environment for your child.

Waroona Child Care provides a safe and secure environment for the quality care of children through a structured and well balanced program. At Waroona Child Care we achieve this by thinking ahead, providing structured fun activities, and supervised free play in order to keep them safe and content.

Our vision is to provide our children, parents, caregivers and schools committed competitive and consistent child care services, therefore building long-lasting and mutually beneficial and successful relationships.

This Centre is licensed by the Department of Local Government & Communities under the Education and Care Services National Regulation 2011.

A full copy of our Policy Manual is available for your perusal in our centre, the philosophy and goals of the service are also displayed in the centre.

Service

Waroona Child Care is located at 39 South Western Highway, Waroona, WA.

We are open Monday to Friday, with the exception of Public Holidays, and provide Before School Care, After School Care, School Hours Care and Long Day Care.
We operate on most Pupil Free days and are also open during school holidays.
Opening times are as follows:

Before School Care: 7am – 8.30am
After School Care: 3:00pm– 5.30pm (2pm – 5.30pm on Mondays)
School Hours: 8:30am – 2:30pm
Long Day Care: 7am – 5.30pm

The program is developed in conjunction with all staff and is determined by the children's interests. We align our programs with the National Quality Framework, Early Years Learning Framework and My Time Our Place.

We work hard to enhance the children's self-esteem, self-confidence and self-awareness, while helping them to understand limits for appropriate behaviour and interactions. We place emphasis on providing children with a learning environment that is stimulating and encourages growth and development through the exploration of 'play'.

Example - Daily Routine

<table>
<tr><th>Time</th><th colspan="4">Experience/Activity</th></tr>
<tr><td>7am – 9am</td><td colspan="4">Before School care and Long Day care children arrive. Breakfast is served, quiet activities or outside play until school aged children leave for school</td></tr>
<tr><td>9am</td><td colspan="4">School hours session children arrive. We have outside play while everyone is arriving.</td></tr>
<tr><td>9.15-
9.45am</td><td colspan="4">Wash hands and have morning tea</td></tr>
<tr><td>9.30am –
10am</td><td colspan="4">Mat time (morning meeting with children, songs, phonics, stories etc)
Activity (if time allows)</td></tr>
<tr><td>10am –
10.30am</td><td colspan="4">Outside play (weather permitting)</td></tr>
<tr><td>10.30am –
11.15am</td><td colspan="4">Structured activities and inside play</td></tr>
<tr><td>11.15am –
11.45am</td><td colspan="4">Tidy up, wash hands, have lunch</td></tr>
<tr><td>12.30pm –
1.30pm</td><td colspan="4">Rest time</td></tr>
<tr><td>1.30pm -
2pm</td><td colspan="4">Structured activity or outside play</td></tr>
<tr><td>2pm-
2.30pm</td><td colspan="4">Wash hands and have afternoon tea</td></tr>
<tr><td>3pm</td><td colspan="4">School Hours session departs for the day. After school Care children arrive, unpack bags, wash hands and after school care children have afternoon tea</td></tr>
<tr><td>2.30pm –
5pm</td><td colspan="4">Outside or inside free play of a variety of play experiences</td></tr>
<tr><td></td><td>Construction Table</td><td>Play dough Table</td><td>Puzzles and Book Corner</td><td>Dramatic Play Area</td></tr>
<tr><td></td><td>Sand and Water Play</td><td>Drawing and Crafts Table</td><td>Science and Maths Centre</td><td>Pets enclosure</td></tr>
<tr><td>5pm –
5.30pm</td><td colspan="4">Pack up time and quiet activity time until the end of the day</td></tr>
</table>

Waroona Child Care Team

Our staff are a dedicated, enthusiastic team of childcare professionals who together have the knowledge, training and experience to provide your child with the highest quality in recreation, medication and care. Our Education Leaders are all fully qualified and have many or several years' experience.

All of our staff have completed Working with Children Checks and have been employed on the basis of their individual merits and experience in the field of childcare and education.

Staffing for the Program is in a ratio of 1:10 for school age children, and 1:5 for 2 year old children, and 1:4 for babies. There is always at least one diploma level qualified staff member on site at all times. All of our qualified staff are first aid trained and have completed child protection training.

Morning Tea, Lunch and Afternoon Snack

Children are to bring their morning tea, afternoon tea and lunch to our programs.
Breakfast is provided for children attending Before School Care or who arrive before 7.45am.

Water is available to all children and all children are encouraged to keep their water bottles with them.

Absent Children

It is imperative that parents notify the centre (97333040), no later than 7.30am when children will be absent from school or Waroona Child Care, or by 1pm if they are to be picked up from school by someone else. For After School Care pick ups, staff cannot leave the school until each child is accounted for. If staff has to go searching or make phone calls to locate a child who is absent or gone home with someone else, we are then late collecting children from the other school. We have many children to collect which we try to do in a timely manner, so please assist us by calling the centre before 1pm if your child does not require us to collect them.

Arrival and Departure at the Centre

All children need to be signed in and out at the beginning and the end of each day by a staff member and parent/guardian/authorised person. This is not only a Government requirement, but also very important for the safety of all children attending the centre. The authorised person collecting your child each day must be listed on your child's enrolment forms. Photo identification will be asked for if staff are not familiar with the person who is collecting your child so please notify any person on your collection list that this may occur.

Enrolment and bookings

An Enrolment Form must be completed for new enrolments. Bookings are on a 'first in, first served' basis however Priority of Access will apply as per Child Care Benefit Guidelines as places are limited. If your child does not regularly attend the centre, fees must be paid in full prior to attendance, places will only be confirmed once payment has been received.

Transfers or changes in enrolment will be accepted only if places are available; we will not accept children who turn up on the day.

Any cancellations of permanent bookings are required to give a minimum of two weeks' notice.

Families with outstanding fees will not have their places confirmed until such time that their accounts are brought up to date. If the outstanding account remains, the child will not be eligible to attend the program until such time that the account has been settled.

What does my child need to bring to Waroona Child Care

Please pack nutritious snacks and/or lunch (unless otherwise stated) and plenty of fluids as well as a hat and at least one change of clothes.

Each child needs his / her own bag in case siblings are split up for the day. Please provide sun screen if your child is allergic to the sun screen provided at the centre.

All children must wear suitable footwear (sneakers with Velcro would be preferable or sandals with a backing). Flip Flops (thongs) are not recommended due to possibility of injuries from tripping, stubbing toes, or sharp objects entering the foot.

What not to bring

To ensure a happy day for all children, please do not allow your child to bring expensive items such as hand held games, Ipads or other electronic devices. The centre will not be responsible for the loss of these items.

Fees

Waroona Child Care is open for majority of the year, closing for all public holidays. The centre may be closed at other times to be decided by centre management, staff will notify families with plenty of notice. Fees are payable for each day that your child is enrolled to attend, including days that they are absent due to sickness, family occasions, holidays or public holidays.

Any cancellations of permanent bookings are required to give two weeks' notice in writing. This can be emailed to admin@waroonachildcare.com or given to one of our friendly staff.

If your child is school aged: Waroona Child Care will be open during school holidays if you should wish your child to attend. Vacation care fees will apply during this period. Should your child not require vacation care, no fees will be applied for the school holidays.

It is a requirement of enrolment, that your fees are deducted from your bank account via the Debitpro system. Debitpro has become compulsory due to non-payment of fees, as well as allowing us to spend more time with the children, not on administration tasks.

Fees are deducted weekly, usually on a Monday. Fees will be deducted for the current week on commencement, plus the next week, so your fees are always in advance.

You will only have fees deducted if you have bookings for that period. The fees are 'variable' which means that you only pay for what you use. We don't deduct 'set amounts'.

Statements detailing fees, child care benefit and payments will be issued once a month (5th each month) and distributed either by email or post.

The current fees are:

Before School Care: $35
After School Care: $55
School Hours: $90
Casual School Hours: $95
Long Day Care: $110
Casual Long Day Care: $115.00

It is imperative for your child's continuing enrolment that your fees are paid in a timely manner. Any accounts which fall into arrears for four or more weeks will have their enrolments cancelled effective immediately.

Child Care Subsidy

Child Care Subsidy (CCS) is available to all families who attend Waroona Child Care; this is administered through the Child Care Management System (CCMS). CCS is a type of assistance offered by the Federal Government to assist families with the costs of child care through the Family Assistance Office (FAO). CCS can be claimed either as a reduction in the weekly fee that you pay to the centre or as a lump sum at the end of each quarter.

Regardless of which way you wish to receive your CCS, under CCMS you must provide your FAO reference number and date of birth along with the reference number and date of birth of your child. The attendance of your child is sent through to the FAO electronically on a weekly basis. Family percentages and hourly entitlements are provided to us electronically and we cannot manually change any of these details.

If reference numbers are not provided and attendances need to be resubmitted in order for families to claim their lump sum, a $20 administration fee will be charged.

According to the guidelines we are required to follow as Child Care Subsidy Providers, we are not able to claim CCS on a family's behalf for the last two weeks of their enrolment if their child does not attend. This will mean that if a family gives two weeks' notice and does not return to the centre for any reason, even sickness, they will be required to pay full childcare fees for this period. This will appear on the family's statement as a 'Termination Childcare Fee'. If the child attends on the last day of their enrolment CCB may be claimed for the full period, but not unless the child is actually in attendance at the centre that day.

For further information regarding your CCS please contact the Family Assistance Office on 136150.

Allowable Absences

Under CCMS, there will be provision for 42 absence days for each child per financial year which can be used for any reason and without any proof required. Additional absence days above the initial 42 days will be approved for permitted circumstances. There will be no limit on the number of these additional absences that may be claimed if they are taken for specific reasons and supporting documentation, where required, is provided.

For further information regarding this, please contact the FAO.

JET Payments

JET Child Care fee assistance helps with the cost of approved child care for eligible parents undertaking activities such as work, job search, training, study or rehabilitation as part of an activity agreement, to help them enter or re-enter the workforce. If you are entitled to JET, please contact the FAO to link your child to our centre and then provide a copy of your letter with the details.

Late Fees

Waroona Child Care is licensed to care for children between the hours of 7:00am and 5:30pm Monday to Friday. This means that all children must be collected and off the premises before 5:30pm. We understand that there may be occasions where circumstances beyond your control may prevent you from arriving on time to collect your child and assure you that there will always be staff available to care for your child, however this will incur a late fee. This late fee also applies to school hour sessions for any child collected ater 2:30pm.

The late fee charged is $15.00 for the first five minutes or part thereof, then $1.00 for each minute following per child. This fee will be charged to your account and is payable with your next fee payment.

If you know you are going to be late collecting your child it would be appreciated if you could phone the centre and notify staff so they are aware of the situation and can relax your child if they show any concerns.

Public Holidays

The centre will be closed on all public holidays:

New Year's Day (1st Jan)
Australia Day (26th Jan)
Anzac Day (25th April)
Good Friday (Easter)
Easter Monday
Queens Birthday (June)
Labour Day (October)
Christmas Day (25th Dec)
Boxing Day (26th Dec)

The centre may be closed at other times to be decided by centre management, staff will notify families with plenty of notice.

Policy Manual

Waroona Child Care has developed and reviews on a regular basis, a comprehensive set of policies and procedures, by which our centre operates. While our policies are not who we are, they are valuable information for you as parents as to what we do.

Our policies cover all aspects of centre operation from programming to health and safety, nutrition, communication, Workplace Health & Safety, and so on and are reflective of the regulatory requirements of the Education and Care Services National Regulations 2011.

These policies are available for your perusal, and we recommend that you take the time to read through these policies and procedures at your convenience to become more familiar with our centre as partners in your child's care and education.

We appreciate any feedback families may like to offer with regards to our policies and procedures and are always keen to reflect on, and evaluate our practice in an effort to provide a level of care and education that exceeds your expectations.

Positive Guidance (Behaviour Management)

Children will be encouraged at all times to show respect for each other and for the environment around them. Through positive communication with the children on a developmentally appropriate level, the children will become familiar with the limits and expectations for their behaviour.

Children will be encouraged to resolve their own conflicts through role-modelling and positive reinforcement.

Where required, children may be re-directed from the situation in which they are experiencing difficulties. Children will be encouraged to verbalise their feelings and the challenges they are experiencing, empowering them to become responsible for and better able to manage their own actions.

The use of physical force or punishment will not be accepted or used at any time. The staff at all times will maintain clear, consistent and realistic expectations for behaviour, which will assist the children in understanding and valuing these expectations.

Staff will continue to be provided with opportunities for professional development in this area, to further develop their skills in positive guidance and appropriate strategies for behaviour management.

Sun Protection Policy

Our Sun Protection Policy states that all children have a hat for outdoor play. Whilst outdoors at the centre, children must wear a hat. Please send your child/children to the centre in sun safe clothing especially on those hot summer days. We discourage singlet tops and midriff tops and sleeveless shirts and dresses and request that all children wear a t-shirt or other protective clothing.

The centre will supply and use SPF30+ sunscreen to all exposed areas of skin all year round.

Sickness Policy

Unfortunately Waroona Child Care is not equipped to care for children who are sick and therefore request that if your child is not well that they do not attend the centre. This is not only to minimise cross infection, but also because we are not able to give the kind of one on one care a sick child needs and deserves.

If you need to keep your child at home because of illness please notify the centre, especially if your child is suffering from an illness that may be infectious to others, such as chickenpox etc.

If your child becomes ill whilst in our care every effort will be made to keep him/ her comfortable until you are able to collect them, however it is important that you try to arrive at the centre as soon as possible to take your child home, especially if they are suffering from a temperature and/or vomiting or diarrhoea, in an effort to minimise cross infection throughout the centre.

Please ensure that you have listed two emergency contacts with us that we can reach in the event of your child becoming ill or having an accident and us not being able to contact you. Ideally, these people should be local and be able to collect your child should you be un-contactable or not able to get to the centre within one hour.

In addition, in accordance with the Education and Care Services National Regulations, when the service becomes aware of an infectious illness, all families will be notified as soon as practicable of the illness.

Lost Property

Please label all of your child's belongings including their bags and clothing clearly. All labelled items which are found can be returned swiftly or will be placed in a basket in your child's room. Please let staff know as soon as you think you may have lost something and this will make it a lot easier to identify and locate the item.

A lost property basket will be located at the entrance of the room for all unlabelled items. If after a reasonable period of time items have not been claimed, they will either be used at the centre for spares, or will be donated to a local charity.

All children will be encouraged to be responsible for their belongings, and to store their belongings in their bag.

Medication Policy

Only prescribed medications will be administered to children whilst in our care. All medications should come to the centre in their original packaging with a prescription label which clearly states the name of the medication, the name of the child, the dosage and the prescribing Doctor. Over the counter medication cannot be given unless accompanied by a Doctor’s letter.

Where a child has been given antibiotics for their condition the child must remain at home for a minimum of 48 hours from when the medication was commenced.

Medication will only be able to be administered if the correct forms have been filled out and signed by the parent or guardian, or other duly authorised person named in the enrolment record as authorised to do so.

All details including the name of the medication, the dosage and the name of the child are to be filled out on the form as per the prescription label or Doctors letter.

Under no circumstances is medication ever to be left in a child's bag or locker as children have access to these. Please hand all medication directly to a staff member who will store it safely.

If a child has been administered paracetamol prior to coming to care, please notify staff on arrival the time it was given and the reason for giving it. Please remember that if a child has a temperature or a fever and their symptoms seem to disappear after administering the paracetamol, they are still likely to be infectious and therefore pose a risk to other children in the centre and should remain at home.

Grievance Policy

Families are encouraged at all times to speak to either Karine or Melinda about any issues as they arise so that they can be addressed as soon as possible, and in turn may prevent them becoming a major concern. We appreciate feedback whether it is in a positive or negative light and would prefer families came forward to raise concerns if they feel that the centre could be better meeting their needs. All comments will be considered and handled appropriately as determined by the Responsible Person.

The centre has a "Compliments, Comments and Complaints" box located inside so that families, visitors and staff can write their thoughts (anonymously if preferred). A Compliments, Comments and Complaints Form will be available for this purpose. Karine and Melinda will empty this box daily and will address any feedback obtained as soon as possible.

If you have a serious concern about any aspect of the centre it is encouraged that you contact the Karine and/or Melinda immediately to discuss these concerns. A meeting can be set up as soon as it is mutually possible for all parties involved where these issues can be discussed in depth.

In the event that you are still not satisfied with the outcome of these discussions, you may contact the local Department of Education and Communities, who will discuss this issue with you and also may contact the centre to find out any further background information and to ensure that the required standards of quality care are being met.

Emergency Procedures

Emergency procedures are in place within the centre, and children will be able to practise these procedures on an ongoing basis through numerous fire drills, with an aim to raising awareness amongst children of how to react in the event of an emergency. The centre is equipped with smoke detectors in all rooms.

The centre has a designated Lockdown procedure that will be practised throughout the year, and activated in the event that an external danger arises with regards to the safety and well-being of the children and staff.