

PARENT INFORMATION

Centre Philosophy

We acknowledge that we work and play on the land of Wurundjeri people who have been custodians of this area for thousands of years. We pay our respects to their Elders, families and descendants and extend that our respect to all indigenous Australians.

KinderPlay Early Learning Centre values respectful relationships between children, families, staff and the wider community. We work in partnership with families to respect each child's culture and diversity whilst striving to provide a safe, nurturing and challenging learning environment.

Our 3 core beliefs are embedded in teaching approaches and practise at our centre.

Every Child is unique individual

- ❖ Children's voices are heard and respected.
- ❖ Children are encouraged to express their thoughts and ideas.
- ❖ Educators are engaged in child-directed play.

Learning is an active and evolving process, Children learn through play

- ❖ We plan intentional teaching experiences to scaffold children's learning through play.
- ❖ Our program is designed in such a way to foster each individual child's learning journey.
- ❖ Children are encouraging to investigate, wonder and be curious. And learning focus is on the individual child rather than the outcome.

Partnering with families fosters strong reciprocal relationships

- ❖ We listen to each family's understanding, priorities and perspectives about their child.
- ❖ To inform shared decision-making and promote each child's learning and development ensuring children's capacities to succeed are met.

Operational Matters

Hours of operation

Monday to Friday 8.00am – 6.00pm

***Closed on Public Holidays, Christmas Eve and New Year Eve**

**The Centre is closed on Public Holidays, Christmas Eve and New Year Eve.*

The Centre may be closed for two weeks over the Christmas break, Parents will be informed prior to the closure.

The service has a minimum of two educators, in compliance with mandatory ratios, with additional floating and casual staff covering breaks, leave and programming time. We also incorporate family groupings to allow all age groups and siblings to be together.

Staff

Our staff are all fully and highly qualified and have a wealth of experience in the industry. We are all very passionate about the children's education, health and wellbeing, and work very hard to build and maintain a positive and trusting relationship with the children and their families.

All of our early childhood trained educators hold certificates in first aid and are also trained in asthma and anaphylaxis management. They have been trained in child protection.

Our educators come from a range of backgrounds and bring with them a wealth of contemporary knowledge and industry experience. Most of our educator can speak language other than English.

The Centre also provides training and work experience for students from University, TAFE and training agencies.

Policies and procedures

The Centre has a comprehensive set of policies and procedures governing its operations, as required by the legislation relevant to childcare providers.

The Policies are available at all times in the Centre Office. If you would like a copy of an individual policy, please ask at the office.

Childsafe Standards

All early childhood services are required to comply with the Child Safe Standards. These are designed to ensure that organisations that work with children take steps to create a culture of child safety and protect children from all forms of abuse.

KinderPlay Early Learning Centre | Public Commitment to the Child Safe Standards:

We make a commitment to provide the cultural safety of Aboriginal and Torres Strait Islander children within our service, as well as all children, by embedding meaningful engagement of Aboriginal Culture into daily routines and educational programs.

Our organisation prioritises the safety of children and will not tolerate abuse or harm. Our organisation takes steps to empower children and provide them with shared respect, shared meaning and shared knowledge.

Enrolment and Fees Information

Before Enrolling

We want your experience to be relaxed and happy, more importantly, we want you to be in a childcare centre that is right for you and your child. That's why we offer tours to ensure KinderPlay is right for your child.

After Enrolling

Before your child's first day, we welcome you to orientate your child to the centre.

The orientation session allows your child to settle in with a gradual transition:

- Helps them become familiar with the surroundings and staff
- Give you the opportunity to observe your child in the setting
- Allows for further questions and answers

Our orientation session is at no charge (Max. 1 hour per session), but we do need returned enrolment documents. Parents must stay on the premises during the visit. Due to our covid-safe plan, we only hold tour and orientation on Saturday.

Enrolments will be accepted providing:

- The maximum daily attendance does not exceed the approved number of places of the service.
- Child-educator ratios are maintained across the service in each room.
- A vacancy is available. (Please see Priority of Access Guidelines below.)

Priority of Access Guidelines

Children who are enrolled at the centre or whose families are seeking a place at the centre will be given priority of access in accordance with the guidelines that have been established by the Department of Family and Community Services and Indigenous Affairs.

Below is the priority of access levels which the centre must follow when filling vacancies.

1. A child at risk of serious abuse or neglect.
2. A child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy the work/training/study test under A New Tax System (Family Assistance) (Administration) Act 1999
3. Any other child.

Immunisation Status

To finalise enrolment for your child in KinderPlay Early Learning Centre you must provide the service with an immunisation status certificate from the Australian Immunisation Register. It must show that your child is:

- up to date with vaccinations for their age OR
- on a vaccine catch-up schedule OR
- has a medical condition preventing them from being fully vaccinated

If you are having trouble with the immunisation requirements, let the service know and they may be able to assist you.

No Jab No Play

'No Jab, No Play' is the name of legislation that requires all children to be fully vaccinated unless they have a medical exemption to be enrolled in childcare or kindergarten in Victoria.

Under the No Jab, No Play legislation, **early childhood services must obtain a record of immunisation before enrolling a child.** In some circumstances, families can enrol under a **16-week grace period** and services will support families to immunise their children during this period. **The law took effect on 01 January 2016. No Jab, No Play Policy.**

General Information on commencement

- KinderPlay Early Learning Centre accept Children between 18mth to 6 years old
- A non-refundable registration fee per child per calendar year is due and payable upon enrolment or at the child's first visit to the centre
- Fees are due and payable one week in advance at the first day for multiple visits across each week.
- Fees are payable for all booked days, including absent days, i.e. sick days, and family holidays, all public holiday, Christmas Eve and New Year Eve.
- **Parents/guardians with outstanding accounts, over one week, risk future bookings being cancelled and/or future bookings not being accepted.**
- Late collection fees will be charged to parents/guardians who collect their child after the booked time or after the centre closes at 6pm.

Cancellation of booking

- A full fee will be charged for cancellations of all types of bookings.

Fee Statements/receipts

- Statements are issued to all parents/guardians' fortnightly in line with the Department of Social Services requirements. These statements are emailed to families that have attended the centre in the past four weeks. Additional statements are available on request.
- Statements display attendance days, absences, fees charged, previous payments made and absent counts for the current financial year. Child Care Subsidy details will be displayed and an estimate/calculation for any current fee reductions. Child Care Rebate calculations will also be displayed if parents have chosen CCS to be paid to the centre.

Non-Payment of fees:

- **Parents/guardians with outstanding accounts, over one week, risk future bookings being cancelled and/or future bookings not being accepted.**
- Parents/guardians experiencing difficulties with fee payment are to contact the Centre Director as a matter of urgency, before fees are in arrears.
- For exceptional or extenuating financial circumstances, parents/guardians may be provided with a payment plan to provide payment of fees outstanding and allow the child to remain attending the service – fees for any future visits will need to be paid on arrival at the centre. If the payments required under the payment plan are not received, future booking will be cancelled and the child will no longer be able to attend the service.
- Educators will be notified that the child is no longer able to attend the service.

Debt collection:

- When future bookings have been cancelled and will no longer be accepted, if the account remains due after a reasonable time “Debtors will be referred to the Debt Collector contracted by KinderPlay ELC to ensure fees are paid for all services operated by KinderPlay ELC.”

Late Collection of Children

- A late collection fee will apply to any parent/guardian that has not collected their child before the designated closing time for the centre. **A late fee \$20 per 10-minute block will be charged per child (e.g. if you are 5 minutes late you will be charged for a 10-minute block. If you are 15-minutes late you will be charged for 2 x 10-minute blocks and so on).**
- Continual late collection of children may result in cancellation of care for the child.

Payment methods

- **DebitSuccess** Parents/guardians can complete a DebitSuccess Authorisation form whereby providing credit card details or bank account information, transactions will be automatically processed on the due dates each fortnight by the DebitSuccess company. Successful payments will be automatically credited to accounts through the Qikkids child care software program.
- **There are fees and charges for using DebitSuccess. The fees and charges are as follow:**
 - Visa/Mastercard 2.72%
 - AMEX 4.98%
 - Bank Account \$1.04
 - Admin Fee \$2.20 (for new account)
 - Default Charges \$19.95
- Please note that fees and charges are subject to change, appropriate notice will be issued to parents.

Fee Assistance

The Child Care Subsidy (CCS) is the government program that from 1 July 2018 helps parents and families with out-of-pocket child care costs. It offers fee assistance that can make a difference to you and ensures that quality child care is accessible to all families.

This subsidy is income and activity tested and is paid directly to your child care centre to reduce the fees you pay.

The Child Care Subsidy

You may be eligible if you or your partner meet all of the following:

- care for a child 13 or younger who's not attending secondary school, unless an exemption applies
- use an approved child care service
- be responsible for paying the child care fees
- meet residency and immunisation requirements.

From 7 March 2022, families with more than one child aged 5 or under in care will get a higher Child Care Subsidy (CCS) for their second child and younger children.

Further information, to learn more about the Child Care Subsidy, visit

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Additional Child Care Subsidy (ACCS)

The ACCS is part of the Child Care Safety Net. The Safety Net aims to give the most vulnerable and disadvantaged children, as well as those from regional and remote communities, a strong start through access to quality early childhood education and care.

The ACCS includes four elements:

- ACCS (child wellbeing) - for families who require practical help to support their children's safety and wellbeing (the focus of this guide)
- ACCS (grandparent) - for grandparents who are the primary carers of their grandchildren
- ACCS (temporary financial hardship) - for families experiencing temporary financial hardship
- ACCS (transition to work) – for families transitioning from income support to work.

The ACCS is a separate payment to Child Care Subsidy (CCS). ACCS has more generous rate caps than CCS with the exception of the ACCS (transition to work), and will cover all of a child's child care fees in most cases.

Arrival and Departure

Drop off and Pick Up

It is very important that your child arrives and is collected on time. This will avoid any unnecessary distress that your child will experience due to lateness.

For drop off and pick up, we require parents to accompany the child to the centre's gate at the carpark. Children cannot be dropped off in the car park.

Parent can either wait at the allocated "Please Wait Here" sign or press the doorbell at the pool gate. An educator will come and collect or send the child to the parent/carer.

The educator will take the temperature of the child before they collect the child from parent/carer. If you can see that the area is occupied, please wait outside or inside your car until the area is clear. The educator will sign in and sign out the child on your behalf.

Children must not be sent to the centre if they are unwell in any way. Parents will be asked to collect any children who become unwell at the centre. Any children with cold and flu like symptoms must stay home. This includes runny noses, sore throats and coughs.

Children will not be permitted to leave until a parent or adult comes to the gate. If your child is accompanied or picked-up by someone other than yourself, please let the teacher know. If another adult will continually pick up your child, we require a signed note by the parent.

In the summer months we ask that all families apply sunscreen to their child in the morning – this is provided by the Centre if you haven't done it at home.

Safety Awareness

Families are asked to ensure that all gates are properly closed behind you when entering and leaving the premises. Please do not let any children other than your own out of the gates. Educators will supervise the exiting children from the service. This is for the safety of all children.

Other things you should know

Please make sure your child's clothing is labelled clearly with their name. Please do not send your children in their 'good' clothes. The children are invited to participate in many play activities, and some are very messy. This often leads to clothes becoming soiled, so it would be practical to dress your child in old or play clothes so they can join in all the fun without hesitation. See the Clothing and Footwear Policy for more information

WHAT TO BRING TO CHILDCARE?

- A labelled back pack
- A labelled water bottles
- Finger Food which requires no preparation by staff (No Nuts Products)
- A labelled change of clothes
- A sun hat for summer
- At least 2 undies or nappies with a plastic bag
- Already made-up bottle for your child
- Your child's comfort item(s) from home such as a dummy or favourite blanket

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Please always dress your child with comfortable closed shoes. No sandals or thongs, as these are unsafe, and children can trip over when wearing them.

Excursions

Parents will be asked to give their written permission for their child to attend individual excursions as they occur.

The Centre also has many visiting performers. Parents will also be required to sign permission slips for their child to see these performers prior to an event occurring. If additional costs are involved, these will be billed to each family.

Parent Involvement

Parents are welcome to the Centre at allocated times. Please feel free to make an appointment with the educator to discuss about your child's development, home life, interests or needs.

Lost Property

Lost property is kept at the Centre for **one calendar month**. After this time, any unclaimed items are kept by the Centre for use as spare clothing or donated to local charities. Please ensure you label all of your child's clothing, and that you check through the lost property on a weekly basis to collect any items that may have gone astray.

Policies

The Centre has an extensive set of policies that explain the Centre's operations. The policy folder is available at all times on the fee desk just near the office window. If you would like a copy of a specific policy, please let us know. Our policies are regularly reviewed and you will be informed if and when amendments are proposed.

Noticeboard

In the Centre foyer our noticeboard is constantly updated with information regarding our rooms, the office, the staff movements and daily activities

Storypark

All families at KinderPlay Early Learning Centre have access to Storypark. Parents are the administrators of their child's account and you are able to invite family and friends anywhere in the world (if you wish) to follow, comment and engage in your child's learning – perfect for families and friends who live overseas.

Parents will be able to access Storypark through the website: <https://www.storypark.com/au/> or it can be downloaded as an app on Apple and Android devices.

As the parent you are the owner and have control of your child's digital footprint (Storypark does not own your data). You can decide who has access to your child's information and all of its content.

Parents can also invite special teams such as speech therapists, psychologists or even nannies to link with Storypark, allowing your child's world of education, health and care to be available to those you feel would benefit from knowing more about your child.

For further information provided by Storypark please feel free to go to their website for information on how to invite family and how to add a child to your Storypark account.

Meals

The Centre provides healthy refreshments for children. However, parent can also bring cooked meals for their child.

Please do not send cakes, sweet biscuits, lollies, chocolate or nuts. Water and milk are the only drinks allowed; please do not give your child any juice or sweet drinks.

Please ensure that any food allergies are noted on your enrolment form and a separate Allergy Form. We always encourage healthy eating.

Grievances and complaints

KinderPlay ELC values the professionalism of all educators employed at the Centre and aims to promote a working environment that demonstrates appreciation and mutual respect. The partnership between families and educators is crucial for the provision of high-quality education and care for children. Partnerships require frequent communication and collaboration on a range of issues.

If you wish to discuss any concerns, please speak first with your child's educators. If the issue is not resolved to your satisfaction, progress your concerns with the Centre Director or Nominated Supervisor. You can walk in, call the centre or email the Centre Director or Nominated Supervisor kinderplayelc@gmail.com

Health and Wellbeing Policies

KinderPlay ELC strives to ensure that your child is happy, healthy and safe through the provision of environments, experiences and practices that support children and their families. To support our commitment to the health and safety of all children and educators, we ask that you follow our Centre policies and procedures. Set out below are summaries of some of our key health and safety policies.

Medication Policy

Any medication, including creams, must be fully labelled showing recent dates, name of child and dosage prescribed. A medication form must be filled in and the medication handed to a staff member.

Medical Condition

If your child has a medical condition:

- Parents must inform management and staff if their child has any allergies or medical conditions
- Parents must provide the centre with a medical management plan, usually prepared by a doctor
- A risk minimisation plan is prepared by the team leader in conjunction with the parents to take any precautions that may be needed
- Staff will adjust all aspects of the program to accommodate the child's needs
- Staff will monitor the child's wellbeing at all times
- Staff will follow the medical management plan as well as the risk management plan at all times
- Open communication between staff and parents is encouraged to review any changes in the child's situation

Medication

If your child needs to take medication while attending child care:

- Parents must inform the staff about the medication
- All medications should be kept in the appropriate container and out of reach of children (please do not keep any medication/creams in your child's bag)
- Staff will guide parents with filling out a medication permission form
- No paracetamol will be given to the children without a letter from your doctor
- The amount of medication given to the child should always be the same as the dosage on the bottle
- The medication has to have your child's name on it

Please DO NOT leave medication in bags. Children will be excluded from the Centre until they have had a 24-hour dose of any antibiotic (see Medication Policy for more information).

Children on long term medication, such as Ventolin or Ritalin, will require a letter from their doctor every **12 months** to verify that this medication is still necessary.

Parents of children who suffer from asthma will be required to complete an Asthma Management Plan in consultation with their doctor every **12 months** (see Asthma Policy for more information).

Emergency Procedures

Our Centre has detailed policies and procedures regarding emergencies and evacuation, which are required by legislation. We are also equipped with firefighting devices and smoke alarms. Children participate in regular fire drills. See Fire Evacuation Procedure and Severe Storms and Natural Disasters Policy.

Child Protection Policy

The educators at the service are regularly trained in Child Protection policies and procedures. Please remember that, along with many other people in the community, our staff are mandatory reporters with respect to child protection matters.

Sun Protection Policy

The centre provides sunscreen (with insect repellent) for all children and families to utilise whilst at the Centre.

Children and staff are required to wear broad brimmed, bucket or legionnaire style hats that cover their head and neck from the sun's harmful rays. A baseball cap is not suitable.

We also require staff and children wear clothing with sleeves to avoid additional sun exposure – singlet or shirts with straps are not suitable.

Rest Policy

Children aged between 2 and 3 years are encouraged to rest on a mattress after lunch. Pre-school children have a rest period where some children will sleep. Educators work with families to determine the child's individual sleep requirements and will accommodate these needs daily. At times children may be encouraged to have a rest if they show signs of being tired. Quiet activities are arranged after rest time. A note stating your child's eating/sleeping habits each day is recorded on the Notice Board or in similar forms of recording.

CovidSafe Plan

To develop an action or strategies to help prevent the introduction of Covid-19 to the Centre. The centre will review and update our CovidSafe Plan regularly, especially when restrictions or public health advice change.

Sick Children

To maintain hygiene standards and control cross infection, the Centre cannot provide care for children who are ill. You will be telephoned if your child has a temperature of 37.5 degree or higher or appears unwell, so please ensure a telephone number is left if you are not at your usual contact numbers. Children with contagious illnesses may require a Doctor's Certificate to be re-

admitted to the Centre. Children with persist symptoms such as running nose, coughing, sore throat and rashes etc. will be excluded from care unless a “Clearance Certificate” is provided from the Doctor. Please see the CovidSafe Plan and Infectious Disease Policy for further information.

Exclusion times are shown on our Infectious Disease Policy. Please refer to these whenever your child is away sick. The Centre Director will inform you if a medical certificate is required before your child can return.

The Centre follows the recommendations outlined in Staying Healthy - Preventing Infectious Diseases in Early Childhood Education and Care Services (5th Edition).

Common illnesses	Exclusion periods
Diarrhoea	Exclude until 24 hours after the last loose bowel motion.
Hand, foot and mouth disease	Exclude until all blisters have dried.
Head lice	Exclude until child is treated and all lice removed.
Influenza and influenza-like illnesses	Exclude until child is well.
Chicken pox	Exclude until all blisters have dried.
Vomiting	Exclude until 24 hours after the vomiting has ceased.
Fever (37.5°C or above)	Exclude until fever has ceased for at least 24 hrs.
Running Nose	Excluded until child is well
Sore Throat	Excluded until child is well
Coughing	Excluded until child is well
Covid-19 Positive or close contact	Excluded until child is well. Parents have to follow our covidsafe plan and advise from the Public health advice.