



Early Learning Centre

Parent Handbook

Open 6.15 am to 6.15 pm.

Monday to Friday

52 weeks per year

Centre Ph : 07 3869 4188

Moblie: 0428 711 453

8 Craig Street

Brighton QLD 4017

admin@kidsoncraig.com.au

WELCOME TO OUR KIDS ON CRAIG FAMILY!

The management team, Director and Educators of Kids on Craig ELC would like to extend a warm welcome to you and your family. Thank you for choosing us to share the joys and memories of your child's early years.

We look at Kids on Craig ELC as a community, where children feel safe and secure to grow, learn and discover. As a family within our community, we encourage you and your family to take an active part in our centre and your child's time here.

Our parent handbook will provide you with an overview of our centre and our centre's philosophy and statement of Intent. It will also provide you with information on areas of interest, which we believe will help in the development of a high-quality centre.

We look forward to meeting with you, and should you have any queries, please come in and see us at any time and we will always endeavour to be of assistance.

Kids on Craig won the Coolamon Award in 2018 for excellence in embedding Aboriginal and Torres Strait Islander perspectives in early childhood.



We believe that...

An environment where children feel secure is one where they will develop to their full potential. This environment is created with the knowledge that all parents have of their children and the professionalism and developmental knowledge of our qualified staff.

Our aim is to provide this environment where children feel free to discover, develop and further their interests through play and the environment. We believe in equal opportunities for all children through an interest based emergent curriculum.

“Where children love to learn”.



ADMINISTRATION

Kids on Craig Early Learning Centre is a 49-place centre. We provide high quality care for children from 6 weeks to 5 years. Our centre is licensed and must comply with the Childcare Act 2002 and the Education & Care Services National Regulations 2011. Please note copies of these are always available at our centre.

We have 4 rooms catering for different ages. We have a nursery, toddler, junior kindy, and kindergarten room. As specified by the Childcare Regulations there are minimum staffing levels for each group of children, and these are as follows.

| | | |
|-----------|------|----------------------------------|
| 0-2 years | 1:4 | 2-3 staff to a max 8-10 children |
| 2-3yrs | 1:5 | 3 staff to a max 15 children |
| 3 to 5yrs | 1:11 | 2 staff to a max 16 children |

Kids on Craig Early Learning Centre is licensed under The Department of Education and Training (Office of Early Childhood Education and Care) and we have the responsibility to ensure all regulations are adhered to and it is our requirement of this service to comply with the Act and regulations at all times.

The childcare Regulations clearly states our requirements as a licensed centre ensuring we follow the guidelines in regard to information such as activities and experiences offered to the children, the educator's ratios, educator's qualifications and building requirements.

Please be advised that as a parent you are able to ask for information about the experiences and activities provided by the service, the centre philosophy about learning and child development outcomes achieved and the centres logbook with details of any contraventions issued by the Office of Early Childhood Education and Care.

The Department of Early Education and Care can be contacted on 13 74 68.

CHILD CARE SUBSIDY (CCS)

From 10 July 2023, Childcare Subsidy increased which means most families using childcare now get more subsidy.

How the Child Care Subsidy (CCS) works?

The maximum amount of CCS increased from 85% to 90% for families earning up to \$80,000.

Families earning over \$80,000 and under \$530,000 may get a subsidy starting from 90%. Depending on their income, the subsidy will go down by 1% for each \$5,000 of income they earn.

If you get CCS, you can see your new rate using your online account through myGov or Express Plus Centrelink app. You don't need to do anything to get the increased rate.

The income limit for CCS also increased from \$356,756 to \$530,000.

Standard CCS rates from 10 July 2023

| Your family income | Child Care Subsidy percentage |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| \$0 to \$80,000 | 90% |
| More than \$80,000 to below \$530,000 | Between 90% and 0% The percentage goes down by 1% for every \$5,000 of income your family earns above \$80,000 |
| \$530,000 or more | 0% |

If you have more than one child aged 5 or younger, you may get a [higher rate](#) for one or more of your children.

You can still claim CCS even if your family income estimate is \$530,000 or more. If you actually earn less than this, we'll pay you the subsidy you're entitled to. We'll do this when we [balance your payments](#) at the end of the financial year.

Withholding

We'll withhold 5% of your subsidy. This is to help reduce the likelihood of you getting an overpayment. You're able to vary this amount to suit your circumstances.

You can do this up to twice a year online.

If your Centrelink online account is linked to myGov, sign in now and select **View withholdings** to manage your withholdings.

Level of activity

CCS is linked to how much a family contributes to the Australian economy through activity. This activity level is calculated from the parent with the lowest number of hours of activity.

Hours of activity (per fortnight)

Maximum number of hours of subsidy (per fortnight)

| | |
|----------------------|-----------|
| Less than 8 hours | 24 hours |
| 8 hours to 16 hours | 36 hours |
| 16 hours to 48 hours | 72 hours |
| More than 48 hours | 100 hours |

What counts as activity?

Under the new system, you will only be able to access the Child Care Subsidy if you are doing suitable activity and the amount of activity will then determine how many hours of Childcare Subsidy you are eligible for.

Activity counts as:

Paid work (including unpaid lunch breaks)

Commute time from childcare centre to work (excludes time travelling from home to childcare centre and vice versa)

Authorised leave (eg maternity leave, long service leave, annual leave etc)

Unpaid leave of up to 6 months

Unpaid work in a family business

Setting up a new business

Study

Training and study (include semester breaks)

Updated April 2024

Work experience/internships (whether paid or not)

Volunteering

Looking for work (eg internet research, contacting employers, preparing resumes/letters of application, preparing for and attending job interviews, travel time for interviews)

Parents' responsibilities regarding the CCS

- Parents must apply for CCS prior to their child starting at the Centre through their MyGov account.
- Parents must notify the centre in writing of any changes to your payment choice.
- Parents must complete attendance records daily, by signing in and out via the Xplor app located in the stand in the parent area.
- Parents must complete attendance records after an absence or public holiday by confirming via Xplor located in parent area. If the attendance record is not completed correctly, there is a strong risk of losing your CCS for those days, resulting in you being responsible for full fees.
- Parents must supply the centre with supporting documentation for approved absences.
- Parents are to notify Centrelink either before or as soon as possible afterwards if there is a change to family or income circumstances.
- Informing the centre when another child entitled to CCS is using registered care services.

Each child is allowed a maximum of 42 days of unapproved absence each financial year. If the number of unapproved absences exceeds 42 days, the CCS will not cover any days beyond the 42 days of absences. This means families will have to pay full fees. Approved absent days include: Days absent due to illness with a medical certificate; Court order where court documents are produced; Local general emergencies where Centrelink is satisfied that the emergency existed and RDO's, attendance at preschool, public holidays, rotating shift work and pupil free days that are documented.

CHANGING DAYS

When terminating or reducing days, two weeks written notice must be given. If written documentation is not received, you will continue to be charged for these days until the position is filled.

Priority of Access-

Priority of access is given to children in keeping with the guidelines of the Office of Early Childhood, Education and Care.

Priority of Access is as follows:

- **Priority 1:** Children at risk of serious abuse or neglect.
- **Priority 2:** A child of a single parent who satisfies, or parents who both satisfy the work/training/study/test under section 14 of the Family Assistance Act.
- **Priority 3:** Any other child.

As part of Legislation, where the service has no vacant places and is providing care for a child who is third priority, the service may give that person 14 days' notice of the requirement for the child to leave the centre, for the service to provide a place for a higher priority child.

FEES

Fees are only payable via, Debit Success which allows families to have their fees deducted from a nominated bank account or credit card account.

This is an extremely easy way to make sure your fees are paid on time.

Fees are to be paid for all days the child is enrolled, regardless of attendance.

Families are required to download Xplor app on enrolment. The Nominated Supervisor will set you up with an account. You will be able to manage your fees, request extra bookings and view your statements using the app.

Make up days or swapping days are not offered to replace absences.

Public Holidays are to be paid for.

If a child remains at the centre after closing time, the following applies:

A) A rate of \$25.00 per 15 minutes or part thereof will be charged.

The amount is to be paid within 7 days of receiving the account.

OUTSTANDING ACCOUNTS

We have a proven debt management procedure. If your account falls in arrears, your child's enrolment will be **suspended until payment is made**. If payment is not made your position will be offered to another family.

CHILDREN AND PARENTS

Settling In

Children can often become distressed when their parent leaves them in a new surrounding, like a new childcare centre. This separation anxiety will usually disappear when the child becomes familiar with their new surroundings. Your child's tears usually disappear as soon as you leave. Always say good-bye and reassure your child that you will be back soon.

To help with the separation anxiety, we suggest that you arrange for some time for you and your child to visit the centre together and spend some time becoming familiar with the surroundings.

Always feel free to ring the centre throughout the day to see how they are settling in.

ARRIVAL AND DEPARTURE

Each child must be signed in and out of the centre each day they attend. This is a government regulation and is compulsory. Each child has their own sign in/sign out on the iPad located in reception. You can sign in using the centre iPad or download our **Xplor home app** and scan the QR code on our centre iPad to sign in or out.

These records are used in case of emergencies e.g. fire, and for the calculation of the Government CCS.

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No child is to be signed in or out by a person under the age of 18 years of age.

If a child is away, ill or on holidays, you will be able to use the Xplor app to notify the centre of their absence.

It is your responsibility to ensure that an educator is aware of your child's arrival and departure. Please take your child to an educator upon arrival and say goodbye to an educator when picking your child up so we know that they have left.

Safety gates and doors have been fitted to the centre. Please ensure that you close gates and doors when arriving and departing. This is for the safety of all children.

Please notify the centre if the collection of your child will be later than anticipated. A late fee will apply if your child is picked up after 6.15pm. (Refer to fees and charges)

UNCOLLECTED CHILDREN

If children are not collected by the time the centre closes, and staff have not been contacted by the parents informing them that they will be late, the following procedures will be followed:

- *Contact parents,
- *Contact emergency numbers on enrolment form

After 30 minutes if it has not been possible to arrange the collection of the child, the Department of Communities procedures will be followed i.e. contact the Child Protection and Crisis Centre 24-hour service.

COURT ORDERS

Any child, who comes under the jurisdiction of a court order, will need to have a current order attached to their enrolment form. The court order must be current and valid. All educators at the centre will be made aware of the court order. Any persons not on the court order who come to pick up the child will be denied access. If you wish any other person to pick up the child, permission must be given each time.

ACCESS

If a person comes to collect your child and that person is not known to the educators, then they will be asked for proof of identity e.g. drivers licence. **Please make sure you have let the Nominated supervisor or Lead Educator know that someone different will be collecting your child.** You are able to nominate another carer using your Xplor home app when enrolling. Please let the person coming to pick up your child know that they will need to bring the proof of identity with them. The person collecting your child must be over 18 years of age.

LABELLING BELONGINGS

Please clearly name everything your child brings to the centre. Remember to renew names during the year when they begin to wear off. As our centre is generously equipped with toys and equipment, it would be appreciated if children's own possessions (with the exception of security items) are not brought into the centre.

TOYS FROM HOME

We encourage parents and children to bring comforters to the centre with them to assist in settling your child. We believe by having these comforters it helps children feel safe and secure in their environment. We do however discourage children bringing toys from home. Sometimes certain toys are very special to your child or you, as parents have spent a lot of money on certain toys. By bringing them to the centre we cannot ensure that they won't get lost or broken. If your child wishes to bring a toy to show their friends, you could discuss with them that you bring it in and show the children and you take it when you leave. For other strategies talk your child's teacher or the Director.

Rooms:

Nursery- We cater for children aged 6 weeks – 2 years (depending on space at the centre we try move children up to toddlers from 16 months if developmentally ready). We follow your routine at home and document this on Xplor every day. We document sleep times, meals, and bottles. Once children turn around 12 months old (depending on their development), we like to move children to beds on the floor to get them ready for our toddler room. The routine is flexible and caters for the children each day.

Toddlers: This room caters for children 16 months- 2.5 years, and we have 8-10 children per day with 2-3 staff members. All meals and sleep times are recorded on Xplor for families. If your child still requires a bottle, we will also record this on Xplor. Children in this room have morning tea around 8.30/9am, lunch time is at approximately 11am, we then have our sleep time from 11.30-2pm. They eat afternoon tea at approximately 2.30pm. If you would like your child to sleep for a certain time, please let room staff know. The routine is flexible and caters for the children each day.

Junior Kindy: This room caters for children 2years-4 years. We have a maximum of 15 children per day with 2-3 staff. The ratio in this room is 1:5 for 2-year-olds and 1:11 for children 3 years old. **The room staff upload photos every day however if you would like your child's meals and sleep times uploaded, please speak with room staff.** Please also see room staff when you would like to start toilet training. The room eat morning tea outside in our restaurant area at approximately 8.30am, lunch time is approximately 11.00/11.30am and they rest/sleep from 12.00-2.00pm. Children have afternoon tea from 2.30pm. The routine is flexible and caters for the children each day.

Kindergarten: **This room caters for children who turn 4 years old before 30th of June of the current year.** This room is funded by the government and children will receive 15 hours per week FREE Kindy. If you would like to more information, please see the centre director. This room caters for a maximum of 16 children per day with 2 staff. Our bachelor qualified teachers are Rebecca and Tracy and they job share the role. **Rebecca works Monday-Wednesday 8.30-3.00pm and Tracy works Wednesday-Friday 8.30am-3.00pm.** The teachers work school terms and are away during school holidays. The room eat morning tea in our restaurant area at 8.30am, lunchtime is approximately 11.30/12pm and they have quiet rest time from 12.30pm-1.30pm (some children sleep, and some are resting with quiet activities. Afternoon teatime is from 2.30pm. The routine is flexible depending on the children each day.

QUEENSLAND GOVERNMENT KINDERGARTEN PROGRAM

Kindy Counts!

Kids on Craig offers a kindergarten program which is delivered by a Qualified Teacher for at least 15 hours a week, 40 weeks a year, for the year prior to Prep. Families receive 15 hours FREE kindy per week and the remaining days you will pay your usual fee with CCS.

CURRICULUM

Through programming educators aim to meet all developmental areas (language, cognitive, social, emotional, creative and physical) of the individual child.

This is achieved by the educators documenting your child's interests and progress using different observations. From these observations' educators' conference and plan with the children experiences that will enhance, extend and challenge their development both as individuals and as a group.

These curricula have been developed through research and are based on the theories of Early Childhood researchers Vygotsky, Dewey, Gardner, the Emergent Curriculum, Project Approach, and the Schools of Reggio Emilia in Italy.

Our program is based on children's interests. Educators discuss and plan with the children, further experiences that enhance their learning. Information about the experiences your child will be participating in each day is displayed through a program on the internet called XPLOR. All experiences planned and spontaneous are related back to our centre philosophy and Research Focus. The centre philosophy and Research Focus are displayed in the foyer area. Our Research Forces and centre philosophy are always evolving as we as a centre continue to learn and grow through Mid term and End of Term critical reflection meetings.

This is all documented in your child's individual journal, which you are invited to add too. This journal follows your child from room to room and documents the story of their time here at Kids on Craig.

This curriculum, along with examples of how our programs work is displayed in the centre foyer. For more information on our curriculum, programming and our journals please speak to your Lead Educator or the Centre Nominated Supervisor.

We believe that the programs for all children should:

- Provide a balance of activities that include indoor and outdoor, quiet and active, individual, small group and large group and also child initiated and teacher-initiated activities.
- Have flexibility in regard to the children's needs, interests and any other situations that may arise during the day.
- Reflect cultural diversity.
- Consider gender equity.
- Have the environment set up so it allows for active participation and self selection.
- Use routine times as a part of learning.
- Use evaluation as a part of planning.

PARENT PARTICIPATION

Parents and guardians are always welcome visitors at the centre. At Kids on Craig we have an open-door policy, which means you are welcome at the centre at any time. You are most welcome to spend time in your child's room with them, just let the centre Educator's know.

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We do recommend you visit the centre a few times with your child before starting them (refer to settling in). Please share all relevant information about your child with staff, as this enables them to provide high quality care to your child.

We appreciate that your time is precious, but we encourage you to become involved in any way that suits you best.

There are many different ways you can become involved:

- Spending time in the centre with your child
- Adding to your child's journal
- Adding ideas to the program
- Reviewing policies
- Input into the centre philosophy
- Sharing your skills
- Helping with excursions
- Read information sent home from the centre
- Help us work towards our Quality Areas 1-7 using our QIP book which is displayed in the foyer

PARENT RESPONSIBILITIES

Upon enrolling at Kids on Craig it is the parent's responsibility to:

- Notify the Nominated Supervisor if there is any change in the information about your child.
- Read the parent handbook and be aware of the policies followed at Kids on Craig
- Bring your child spare clothes, a drink bottle and sheets for sleep time.
- Comply with relevant health, hygiene and safety policies at Kids on Craig.
- Fill in all enrolment forms prior to enrolment and let us know of any allergies or medical conditions. You will need to provide a medical plan.
- Update emergency contacts
- Update the Nominated Supervisor on your child's immunisations.
- **If you provide sunscreen, nappy cream or mosquito repellent it MUST have your child's name on it.**

RECYCLED PRODUCTS FOR CHILDREN'S ACTIVITIES

Recycled materials from home are great for children to use in their activities. We would love a donation of materials such as old greeting cards, old wrapping paper, milk and yoghurt containers, boxes, cardboard cylinders etc. This is another form of parent participation. Our recycled station is located on your way through the centre.

BEHAVIOUR MANAGEMENT

We believe that children need to have set limits and guidelines for the protection of themselves and others. Being consistent with these limits is important to maximise the benefits of the program.

By setting appropriate and consistent guidelines we provide a secure environment in which children feel safe to explore and learn. These expectations are consistently made clear to the children.

When setting limits for children & Educator's:

- *Take into account the child's developmental level
- *Support the child's self-esteem
- *Speak in a positive manner
- *Give simple explanations
- *Offer choices
- *Are consistent, and
- *Encourage children to express their feelings appropriately.

We at Kids on Craig believe in working with children on their behaviour and helping them to empower themselves so they develop self-control and can work through problems with others.

Parents will be consulted if there are any behavioural concerns. We will work in partnership with the families to make sure we are consistent with guidance.

SLEEP/REST PERIOD

It is important for children to have a rest/sleep during their day. Although all children will not sleep, all children are encouraged to rest on their beds for a period.

For children who do not sleep, quiet experiences are offered during the rest period.

During the rest period (between 12.00pm-2.00pm) the educator caring for children in the toddler age group, will be replaced by another educator for the duration of their break (1 hour).

Educator's caring for children in the age group above 2 years are not required to be replaced. The educators in these rooms will alternatively take a lunch break, ensuring that one educator is always in the room. The nominated supervisor monitors these rooms during the sleep period.

As Kids on Craig Early Learning Centre endeavors to ensure the safety of all children at all times, an emergency evacuation plan is in place to ensure the safe and efficient evacuation of all children from the centre at any time.

We have a sleep and rest policy located in our foyer. We ensure all staff have completed SIDS training prior to working in the nursery. All children are placed onto their backs to sleep to avoid any risks of suffocation. We also require all babies to have a sleeping suit for sleep time as we do not allow blankets or sheets in their bed. Once children are over the age of 12 months (early if identified) they sleep on beds to avoid climbing out of cots. When children transition to beds they will need a fitted cot sheet and blanket of sheet, no sleeping bags as this is a hazard for walking children in the event of a fire. We have a sleep and rest risk assessment which we review annually in the office.

If you have any requests for your sleeping child, please speak with the Nominated Supervisor.

BIRTHDAYS

Updated April 2024

We encourage parents to let their children share their special day with their friends. Most children like to bring a cake, which is shared at morning teatime. When the time comes, please feel free to discuss any ideas you have with our staff. **WE ARE A NUT FREE CENTRE.**

INSURANCE

Kids on Craig Early Learning Centre are covered by Guild Insurance. If you would like any information about our policy cover please see the Nominated Supervisor

LICENSING

Kids on Craig Early Learning Centres are licensed in accordance with state government legislation. The relevant legislation is Education and Care Services National Regulations. To be licensed, our service must comply with this legislation including requirements about activities, experiences and programs; numbers of educators members and children; and educators qualifications. This legislation is available at the centre for your perusal and our current Provider Approval and Service Approval is displayed in the Parent Area.

EXCURSIONS AND VISITING ARTISTS

Should the centre decide to take the children on an excursion, you will be informed regarding the trip at least three weeks prior. Written permission (Excursion Form) and excursion fees (if applicable) must be returned from parents prior to departure, no child will be taken on an excursion without prior consent and knowledge.

Children must wear appropriate footwear and sun protection.

We have a number of incursions throughout the year which relate to our centre program. We prioritise children's safety and ensure we teach children protective behaviours and book 'Bravehearts' incursion once a year.

NON-DISCRIMINATORY ACCESS

This centre regards children with special needs, children of all races, religions and culture, with equality, respect and consideration.

CULTURAL DIVERSITY

We look at Kids on Craig as a community that we are all a part of as well as the wider community; therefore, we recognise all cultures and aim to accept all people. We value your culture and beliefs and that of the staff.

We endeavour to include all of our communities' cultures into our programs and curriculum.

Please discuss with the Director upon enrolment any cultural or religious practices or celebrations you wish to share.

RIGHTS OF THE CHILD

We at Kids on Craig believe firmly in the United Nations Declaration on the Rights of the Child. We believe all children have the right to be treated with dignity and respect.

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We therefore endeavour never to humiliate or degrade a child but support them and guide them in making healthy and safe choices for themselves.

NOTIFICATION OF ABUSE

Under the Child Protection Act 1999, if at any time a staff member suspects any type of child abuse or neglect, they have the duty to inform the Director who is then required to discuss the matter with the appropriate authorities within the Department of Communities.

EDUCATORS

The educators at Kids on Craig Early Learning Centres are the most important aspect of providing quality care for children. Without professional, enthusiastic and committed educators that are happy in their employment, the quality care, observation and programming, that is so important to child development, is compromised. We pride ourselves in attracting highly professional educators to care for your children.

At Kids on Craig Early Learning, educators are very carefully selected. The criteria used are:-

- Educational Qualifications
- Criminal history and reference checks prior to employment
- Experience in Child Care
- Commitment to providing quality developmental programs
- Caring Attitude
- Confidence and enthusiasm

The Nominated Supervisor and educators work as a team: the structure being as follows -

Nominated Supervisor - The Nominated Supervisor is responsible for the day-to-day operation of the Centre in accordance with the stated philosophy and goals. The Nominated Supervisor will oversee all aspects of the administration including the programming and the care, safety, and wellbeing of all children. The Nominated Supervisor acts as a liaison between educators and the parent body and aims to foster and promote a sense of community.

Lead Educators - In each room there is a lead educator. The lead educator is responsible for the well being of the children in their care and for providing a developmentally appropriate program based on the children's needs and interests.

Educator - Each room also has an educator. The Educator supports the Lead Educators in every aspect of the program and are also responsible for the well being of the children in their care.

All educators employed are to hold a current First Aid Certificate, Resuscitation Certificate and child protection certificate. ALL educators do child protection training every year.

Casual Educators may be employed to fill temporary vacancies due to leave, sickness or other similar events. If an educator is absent there will be a notice up in your child's room informing you of this and who will be in the room taking that educators place.

BLUE CARDS & CRIMINAL HISTORY CHECKS

The Child Care Act 2002 has a requirement that all educators and volunteers working with children hold a current **Suitability BLUE Card**. This card is issued by the Commission for

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Children and Young People after the person applying for the card has had a criminal history check and has no criminal record.

Suitability Cards must stay current at all times and are renewable every three years. At Kids on Craig before employing any new staff member, we also ensure they have completed a **criminal history police check** and will not be able to commence work until we have completed this. **All new educators also undergo pre-employment reference checks.**

We believe in keeping educators up to date with current trends in the Early Childhood field and we therefore encourage all educators to engage in professional development.

This development may be reading current research or attending courses, seminars, workshops, and conferences. We believe this will only enhance the high-quality care your child receives.

STUDENT AND VOLUNTEERS

At certain times of the year students, volunteers and community members will be involved in the centre's activities. At no time will students or volunteers be given responsibility for the supervision of children at the centre. All volunteers are required to show proof of identity, two (2) referees who may be contacted by the Director as well as having a current Suitability Card. Acceptance of students and volunteers is at the discretion of the Director.

ACECQA

The Australian Children's Education & Care Quality Authority is an independent statutory authority. They provide national leadership in promoting quality and continuous improvement in early childhood education and care and school age care in Australia.

ACECQA guides and implements the National Quality Framework for Early Childhood Education and Care at the national level. ACECQA monitor and promote the consistent application of the Education and Care Services National Law across all States and Territories. They also oversee how the National Quality Standards are applied across the country and ensure services are meeting the requirements.

ACECQA guide and support the work of the State and Territory regulatory authorities as they introduce the Framework in jurisdiction.

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services. This is achieved through...

- a national legislative framework
- a National Quality Standard
- a national quality rating and assessment process
- a new national body called the Australian Children's Education and Care Quality Authority.

Every centre will go through an assessment under the National Quality Framework. The assessment will cover 7 quality areas including...

1. Educational program and practice
2. Children's health and safety

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3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and management

During assessment the assessor will evaluate each area and based on their findings will give the centre a rating. These include...

- Significant improvement required.
- Working towards National Quality Standard.
- Meets National Quality Standard.
- Exceeds National Quality Standard.
- Excellent

COMMUNICATION

In the reception area and the children's rooms you will find a parent notice board, which will also give you relevant centre information. We encourage you to read the notice board regularly.

Each day you will receive information about your child's day. This information may be given to you in the form of charts about sleep and eating behaviours, notes home to parents and through Xplor updates. Please make sure you have downloaded the Xplor home app.

Other information on your child's day will be shared with you by your child's teacher. If you have any concerns or would like to talk with one of your child's teachers, please feel free to make an appointment to see them.

At the beginning and end of the day teachers can't always have in-depth discussions with parents about their child's progress due to the fact they are still responsible for the other children they are supervising.

FAMILY PHOTO

In all rooms we have a family wall. This is a strong and valuable tool in our environment for your child to connect to, feel that they and their family are valued and that their family is as much a part of the Service, even if they are not always there. If you would like to bring in a photo, or a couple of photos that represent your family, we would love to add it to our wall.

SOCIAL MEDIA/ROOM IPAD:

At kids on Craig, we use room iPads to take photos of the children for observations and documentation of learning. All photos are only posted on XPLOR for centre families to view. On enrolment if you do not wish your child to be in any room photographs, families can notify us of this on their enrolment form and no photographs of your child will be taken.

We have a centre iPhone; this is used to take photos of learning experiences throughout the centre. We use these photos to post on our centre Facebook page and Instagram page to advertise our centre. If you do not want your child on our social media pages, please make sure you select NO on our enrolment forms.

STAFF MOBILES:

ALL staff on employment are notified of our phone policy. We **DO NOT** allow staff to have any phone on them while they are in the rooms. All staff mobiles are kept in their lockers. All staff are aware of this policy.

SAFETY

Smoking

Kids on Craig Early Learning Centre is a smoke free zone. Due to the health risk of passive smoking, it is not allowed at any time on the premises.

EMERGENCY AND EVACUATION PROCEDURES

Kids on Craig Early Learning Centre has comprehensive emergency evacuation plans, which are followed in the case of fire, bomb threat and other such emergencies. All educators have been trained in these evacuation plans ensuring that a quick, safe exit from the building is achieved.

Evacuation plans are prominently displayed in each of the rooms, in the playgrounds and staff rooms. It is recommended that all parents should familiarise themselves with the plan just in case there is a fire while you are on the premises.

Evacuation drills are practiced by all educators and children. Fire drills will be practiced at random times.

This highlights why it is so important your child is signed in and out every day so we can ensure your child's safety in the event of an evacuation.

All persons on the premises during an evacuation must participate in the evacuation and must follow the direction given by our Centre staff.

CENTRE MAINTENANCE

The centre maintenance is covered by management. The centre is cleaned regularly; soft fall and sandpits are topped up annually as well as the centre being sprayed regularly.

First aid kits throughout the centre are stocked regularly as well as extinguishers being checked.

All breakages are reported to the director and removed from reach of the children. If you have any concerns, please come and see the director.

ACCIDENTS AND INJURIES

All educators at Kids on Craig Early Learning Centre are to hold a current First Aid Certificate. This is updated every three (3) years and resuscitation is renewed annually.

At times, accidents will happen, which are often related to the child's developmental level. With this knowledge, educators are aware of the precautions that need to be taken, ensuring your child's safety.

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In the event of an accident:

*A educator experienced in First Aid will take charge of the treatment

*An ambulance will be called if required

*Parents/guardians will be called to inform them of the situation

*If the child is taken away for treatment, a copy of the child's enrolment form will be taken

*An Accident/Injury report is to be filled out with the appropriate details and signed by the parents

*All accidents that require medical attention must be reported to the Department of Communities.

CHILDREN'S SAFETY

- Never leave children unattended in cars while collecting children from the Service.

- Cars parks are dangerous places for children. Always hold children's hands when arriving and leaving the Service.

- Never leave a door or gate open.

- Never leave your children unattended in a room.

- Children are not permitted into the kitchen and laundry areas.

SUPERVISION:

At kids on Craig, we always ensure we maintain adequate supervision in all rooms and playgrounds. We have **supervision plans** located outside to ensure the playground areas are always adequately supervised. As much as possible, no educator is left alone with children at the service. We do our best to ensure there is always two staff members at all times with children. The nominated supervisor monitors rooms during rest periods when Junior Kindy and Kindergarten have one staff member during meal breaks.

Our centre is physically organised to minimise the chance of any child abuse occurring. We have clear sight lines throughout the centre in rooms and toileting areas. We ensure all windows between rooms are clear and not obstructed.

All staff are mandatory reporters and have a legal obligation to speak up and report any concerns about behaviour that can harm a child.

We follow the Education and Care Services Law and Regulations. Our regulatory authority assesses us against the National Quality Standards and completed unannounced spot checks to ensure we are following spot checks and law.

All staff are aware of the Early Childhood Australia Code of Ethics and our Code of conduct policy and follow this. We ensure all new staff read and understand this when completing their staff inductions.

WORKPLACE HEALTH AND SAFETY

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

SUN CARE

Protecting children from the sun is an important factor we take seriously when caring for your child. Educators structure their outside play times to avoid children being in the sun at peak times. All staff and children have 50+ sunscreen applied and must be wearing a hat before going outside to play. Educators also include Sun Smart education as part of the program and have Sun Smart information readily available for parents.

On arrival at the centre when signing your child in, please apply sun screen to your child before taking them outside, there is also a sun screen register so that educators can check who has had sun screen applied and who hasn't.

A bottle of sunscreen is available for you to apply sunscreen, please ask the educators if you need to do this upon arrival educators will reapply sunscreen throughout the day as needed.

Children under the age of twelve (12) months must not be exposed to direct sunlight. Please ensure that the sunscreen you apply is suitable for children less than twelve (12) months of age.

Please provide the educators with personal sunscreen if your child has allergies or reactions to the centre sunscreen.



The Sun smart Centre's Program is an award program offered by Queensland Cancer Fund. It recognises the important work being done by licensed Centre based services with regards to sun safety. To become a Sun Smart Centre, set criteria in sun safety must be met. Kids on Craig ELC has developed and implements a comprehensive and active Sun Smart Policy which has gained us Sun Smart Centre Accreditation with the Queensland Cancer Fund.

HEALTH

Our aim at Kids on Craig Early Learning is to ensure that all children have a healthy and safe environment in which to be cared for. To minimise the spread of infectious diseases, children suffering from certain diseases are excluded from attending childcare.

Included in this handbook are QLD Department of Health Guidelines on Infectious Diseases which are to be adhered to.

Parents will be informed immediately of any infectious disease in the centre. This will be usually in the form of signs on room notice boards and foyer notice boards.

You will be given information such as symptoms of the condition, exclusion time from the centre and the need for a medical clearance. Likewise, we would appreciate that parents inform the centre of any infectious condition that has been discovered in the family.

We have a duty of care to your child to have them stay home when they are sick and a duty of care to the other children and staff at the centre to protect them from illness where we can.

Colds

If children have a cold and are well enough to participate in the day's activities, they may attend the centre. In the case of having symptoms such as persistent cough, wheezing, constant green discharge from the nose, fever and lethargy they will need to be excluded for 24 hours or until they are well enough to participate in daily activities.

Conjunctivitis

If a child has discharge from an eye, they will be excluded from the centre until medical treatment has commenced and the discharge has stopped.

Vomiting

If a child has suffered from vomiting, they must be kept at home for 24 hours from the last vomiting attack.

Diarrhoea

If a child has suffered from diarrhoea, they must be kept at home for 24 hours from the last attack. They must have a normal motion before returning to the centre.

You may be requested to supply the centre with a clearance letter from a medical practitioner verifying that the child is healthy to return to the centre.

Parents are also encouraged to supply the centre with a medical certificate for absences related to illness. This will ensure that the days absent are not included in the total number of absences for the Child Care Benefit.

MEDICATION

Kids on Craig Early Learning follows the following procedures in regard to the administering of medication.

- No medication will be administered unless prescribed by a medical practitioner. If the medication is an over-the-counter medication, it must be accompanied by a letter or chemist label stating the child's name, the dose required and the period for which this dose will be required.
- Parents must ensure a Medication Form is completed and signed. Short Term and Long Term Medication Forms are available depending on the type of medication prescribed. Medication forms are in the Medication Folder or book in each room on top of the lockers.
- One staff member will sign on administering the medication and a second staff member will sign as the witness.
- **Staff will not administer unlabelled medication. This includes, nappy creams or insect repellent.**
- Medication must be stored out of reach of children. Please ensure that all medication is handed to a staff member or place the medication in the refrigerator in the kitchens. These areas are locked and are not accessible to children.
- In the case where a child has a medical condition that requires long term medication on an irregular basis an Emergency Medical Authority form will need to be signed.

- Parents will also need to sign Permission to Administer Panadol/teething gel, giving staff permission to give **ONE (1)** dose of Panadol if a child's temperature is 38 C. **Children, then must be collected with a temperature of 38 degrees or above.** They must stay home for 24 hours after their last temperature or will be required to obtain a medical clearance to attend.
- Parents will be notified before Panadol/teething gel is administered. We can only administer teething gel and Panadol ONCE.
- All asthma medication will be administered as per the "Asthma Policy". Parents need to provide the centre with an asthma plan that has been developed in consultation with the child's doctor.

IMMUNISATION

Immunisation is compulsory and Kids on Craig follows a NO JAB – No PLAY policy introduced by the Australian Government in 2016. This policy requires all parents enrolling in childcare to provide documented evidence of the child's immunisation status. Immunisation details will be required at the time of enrolment and need to be regularly updated. In the event of an outbreak of a vaccine preventable disease at the centre, children not up to date with immunisation will be required to remain away from the centre for the duration of the disease. For more detailed information you can visit the Immunise Australia website at <http://immunise.health.gov.au> or call on 1800 671 811.

HYGIENE

We strive to maintain a high level of hygiene and we encourage parents and children to uphold these standards. We implement many policies and procedures to ensure that standards are kept high.

You will find notices with procedures for centre hygiene displayed throughout the centre as well as detailed information in our policy manual.

ORAL HYGIENE

Children will be encouraged to drink "swishy" water after lunch to discourage plaque.

Staff will regularly talk to the children about the importance of regularly brushing their teeth and eating healthy foods that are good for their teeth.

Once a year we also try to have a dental nurse come and talk to the children about the importance of dental hygiene.

NAPPY SERVICE

Nappy change procedures are in place at the centre to prevent cross infection with children and educators. These procedures involve hand washing procedures, gloves, and cleaning the nappy change area after every use. When parents change nappies, it is important that they also follow these procedures. The procedures are on display in every nappy changing area.

Toilet training is an important time for toddlers, and it is important that they are supported and encouraged when learning. If a child soils their underwear the items are placed in a plastic bag and placed into a soiled clothing container labelled soiled clothing. Families will be notified if your child has any soiled clothing. **The centre will dispose of any soiled clothing if not collected after 24 hours.**

We at Kids on Craig believe in working with parents to decide when your child is ready for toilet training and the best strategies to use with them. We have lots of information on toilet training and believe this should be a positive experience for your child.

FOOD AND NUTRITION

Nutritious morning tea, lunch, afternoon tea are provided for your children. If you have any questions regarding the centre menu please speak to your Nominated Supervisor.

If your child has food allergies please provide detailed information to the Nominated Supervisor before commencement at Kids on Craig Early Learning Centre.

We are a NUT FREE CENTRE!

Family Skills, Interests and Talents

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your Occupation or Hobby

You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (eg music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Service.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

DEALING WITH CONCERNS

If you have any concerns regarding the care of your child, please approach your child's Group Leader and discuss the matter with them.

If you feel that your concerns are not being met, please do not hesitate to discuss this with the Director.

In the event that you are still not satisfied with the outcome please contact:

Hannah Flay
admin@kidsoncraig.com.au

The Department of Early Education and Care is the licensing body for childcare and have a statutory responsibility to make sure that the regulations are adhered to.

If you have any concerns about the quality of care your child is receiving, please contact your local Department of Early Education and Care Service Centre on 1800 637 711 or Early Childhood Education and Care, Nundah Office 07 3634 0532.

All grievances will be taken seriously, and our best effort will always be forthcoming.

Updated April 2024

CENTRE POLICIES AND PROCEDURES

For more information on our Policies and Procedures please refer to our Policy Folder located at reception and read the policies located in the rooms.

CENTRE GOALS

The children at Kids on Craig experience an environment where:

Secure, respectful and reciprocal relationships are developed by

- Building trust, building confidence, respecting ourselves, others and their feelings.
- Supporting children in being able to learn about responsibilities, interacting positively, valuing collaboration and teamwork as we as developing independence.

Partnerships are developed by

- Valuing each other and the roles we play in each other's lives, sharing our insights and perspectives-children/staff/families and community
- Communicating freely and respectfully with each other, listening and sharing decision making.

Equity and expectations are developed by

- Challenging inequities, promoting and teaching about equality and inclusion. Working in partnerships to achieve equal opportunities for all.
- The promotion of learning in all developmental areas and extending on knowledge and challenging oneself and others.

Respect for Diversity is developed by

- Reflecting, honoring and valuing all practices and lifestyle choices of families through the program
- Supporting children in learning, discovering and developing who they are to be and become
- Providing an open door policy in which families feel free to actively participate in their children's lives at the centre, thus enabling us to provide high quality care so we can work together as a community, respecting and valuing what each family and community member brings to the centre.