

# Welcome to our Child Care Centre

Our aim at Village *Kids Childrens Centre* is to provide a happy secure environment where your child can develop his/her own physical, intellectual, social and emotional skills to become a competent and confident individual. We hope that you as a parent will feel welcome, relaxed and secure in our Child Care Centre. We would like to develop a sense of trust not only between ourselves and your child but also with you as a family.

## The Philosophy of Village Kids

*There are four seasons in life - all are 'Special'*

In addition to ensuring that the children and parents receive a service that exceeds expectations of care and development, we at Village Kids strive to build, maintain and strengthen the links between children and the seniors in our community. It is our belief that these links can assist in both developing the child and helping us value our seniors, who have so much still to contribute.

## Entry and Exit

Our policy is one of Non Discrimination. All children are accepted and enrolled regardless of sex, race, religion or disability.

All parents are required to complete enrolment forms prior to commencement.

Some information on these forms may require updating from time to time. It is your responsibility to make sure that this information is up to date to avoid any unnecessary anxiety for yourself and for the staff in the event of an emergency.

## Fees

As the Centre is Government funded through the Child Care Benefit Scheme, families may qualify for fee relief. Contact Centrelink providing proof of income and your application will be processed. Application forms are available from the Centre and must be presented to Centrelink prior to your child starting at the Centre.

The Gap Fee (part of the daily fee not paid by Centrelink) is paid either by Ezi Debit - Application form on the back of your child's enrolment form or CentrePay (Payment system organised by Centrelink and deducted fortnightly). The Gap Fee using Ezi Debit can be debited weekly from your nominated bank account or credit card. Your fees must be **always 2 weeks in advance** should you choose not to use Ezi-Debit or CentrePay.

A statement of your account is issued fortnightly showing your fee payments as they are processed by Ezi Debit.

- \* **Our fees at Village Kids – Wulguru are on a sliding scale down to \$38.00 per day for a 5 day week**
- \* **If a parent wishes to withdraw their child from the Centre we do ask that the Director be notified at least two weeks in advance.**

# Child Care Benefit

**Child Care Benefit (CCB)** is a subsidy the Commonwealth Government provides to families to assist with the costs of child care. The level of fee reduction is based on the families estimated adjusted taxable income for the year in which the care was received. Families using child care are able to choose to receive CCB through the reduction of fees or claiming as a lump sum through the Australian Taxation Office.

1. It is the parent's responsibility to contact the Family Assistance Office (13 61 50) or visit one of their offices prior to or within 28 days of their child/ren beginning care, and register their child as attending our Centre. Our **CRN No: is 407 081 169A**
2. Children are allowed 30 days allowable absences per year. After these 30 days of absences, full fees will apply. Absences due to sickness, custody orders and rostered days off are exempt from the 30 days **with supported documentation**. (It must be noted that these absent days are still to be paid for.)
3. It is the parent's responsibility to notify the Centre if they have another child attending another approved long day Centre, family day care scheme, or specialised outside school hours care services.
4. Parents who fail to provide information requested by the Family Assistance Office may have their CCB rejected.
5. This information must be provided within 14 days to receive CCB as a fee reduction.
6. Families must notify the Family Assistance Office if there is a change in circumstances in family income.
7. As from 1 July 2004 families can claim 30% of the Gap Fee Paid to a maximum of \$4000.00 per child. This claim is made with your tax return. A Statement of Payment will be issued to families at the end of each financial year or when you leave the Centre.

**Our Centrelink Identification no: is C.R.N. 407 081 169A**

## Attendance or Absence

Once a child is enrolled, payment of fees must be continued during the child's illness, public holidays or for any other reason. Make-up days cannot be offered due to the high occupancy of the Centre.

When a child is absent for any reason, this needs to be noted for regulations on the arrival and departure forms.

In addition we do ask that you notify the Director, preferably before 8.00 am on the day your child will be absent.

If a child is sick and goes to the doctor, please make sure that you get a doctor's certificate to cover your child's absence.

When there is an absence of one week or more, please ensure that the Director has been notified, as the child's enrolment may be terminated and another child may be enrolled in their place.

# Arrivals and Departures

On arrival at the Centre you are asked to take the following steps:

- \* Sign your child in.
- \* Present your child to the Group Leader or Assistant in charge of your child's group.
- \* Say goodbye to your child in a positive manner, reassuring any separation anxieties.

On departure of the Centre you are asked to take the following steps:

- \* Come in and greet your child
- \* With your child say goodbye to the Group Leader or Assistant in charge of your child's group
- \* Look in the communication book in your child's room for any messages and look at the daily evaluation of what your child did during the day
- \* Sign your child out.

*Note: Signing your child in and out is a requirement of the Department of Families. Please ensure that these records are filled in correctly and complete with all the required details. These are important in the event of an emergency evacuation of the premises.*

*It is also important for you to initial any absences and to fill in the reason for the absence on the sign-in sheet.*

# Alternative Arrangements

No child will be able to leave the Centre with a person other than the parent unless prior arrangements have been made with the Director. In particular we must be informed of the name of the person and the relationship they have with the child before they come to collect them. As an addition to this requirement, we do ask that identification is also provided.

# Operation Times

Our Centre provides a Long Day Care service. The hours of operation are from:

**6.00 am - 6.00 pm : Monday to Friday**

We aim to cater for parents' needs for **52 weeks of the year**. We will be closed for all Public Holidays.

We offer care in the following age groups

Toddlers	15 months - 2½ years
Junior Kindy	2½ - 3½ years
Senior Kindy	3 - 4 years
Preschool	4 - 5½ years

As we do have set operational times, it is within the regulations that a **late fee of \$1 per minute** will be charged to parents who fail to collect their child by the appropriate time.

# Notification of Changes

It is imperative that our records are kept up to date. Please notify the Director or Group Leader in writing of any changes e.g. address, changes of employment, custodial arrangements etc.

## Village Kids Childrens Centre Policies

### Multicultural Policy

Our program is committed to Multicultural Education. We share a commitment to Human Rights, Dignity of the individual and Social Justice. We strive to create a program that reflects that lives of our children, families, staff and their community, by recognising the impact culture plays on families. We will make every effort to provide culturally responsive child care by affirming human differences and the right of people to make choices about their own lifestyles. We seek to recognise, appreciate and respect the uniqueness of each child.

### Health Policy

Our Health Policy in relation to the Department of Families guidelines, state that at Village Kids Childrens Centre we are responsible for maintaining a high quality of Health and Hygiene so in the interest of our children we will not accept children who have a contagious condition. To achieve this goal, we need the help of our parents to ensure that children showing signs of:

- \* A high temperature
- \* Symptoms of a cold including a runny nose and cough
- \* Diarrhoea, vomiting or other contagious infections.

**Do not expose these illnesses to the other children, parents or staff at the Centre. Children with these conditions should have a doctor's clearance before coming back to the Centre or be free of any symptoms.**

**The Licensee/Director reserves the right to refuse entry to a child that he/she deems not fit to attend the Centre.**

### Behaviour/Guidance Policy

At times, children become frustrated due to things not going right (e.g. the block does not fit, the sand will not go through the hole). This frustration can present itself in aggressive or destructive behaviours.

Our staff will assist children to develop social and emotional skills, which will enable them to get their needs met and resolve conflicts without the use of the above destructive or aggressive behaviours.

Staff through observing your child will guide their behaviour by using the following strategies:

1. Prevention - by using the above observations carers may identify where a problem may arise and guide the children to a satisfactory resolution before the inappropriate behaviour occurs.
2. Positive Redirection - remove the child from the activity/situation and redirect to an activity/situation which would have a more positive outcome.
3. Modelling - carers will model appropriate behaviours at all times.
4. Limit setting - setting limits that help the children develop the concept of self-control and responsibility.
5. Problem solving - teaching the children to find solutions to perceived problems through discussion with peers and carers.

## Medication Policy

If a child requires medication it must be:

- ★ Prescribed by a doctor
- ★ Accompanied by a doctor's certificate or, medication with the appropriate labelling administered by a chemist.
- ★ Clearly marked with your child's name, the medication name, the dosage and the doctor's name who prescribed the medication.
- ★ Recorded into the medication register, giving details concerning the dosage needed, times to be given and the signature of the parent ... this medication register is found in the child's room

*Note: The medication register needs to be **filled in on every day** that the child requires the medication to be administered.*

- ★ Given to the person in charge or placed in the refrigerator **it is not to be left in the child's bag.**

In the event of a child becoming ill at the Centre, we will make every effort to contact parents or the appointed emergency contacts nominated by the parents. Therefore we require a number where you can be reached all day when your child attends. It is expected that you will collect your child as soon as possible, as staff do not have the facilities to take adequate care of a sick child for large lengths of time. In the event that we are unable to contact the parents, the Centre will have the authority to act in their absence.

Parents must sign the Emergency or Accident Agreement form regarding this matter. Child Care Regulations 1991, state that:

*'If the child requires immediate medical aid, all reasonable steps are taken to secure that attention and to notify the parent or other responsible person of the accident or illness.'* and

*'A parent or other responsible person is notified of any medication administered to the child and any other matter concerning the child's health that comes to the notice of the Director or Licensee while at the Centre.'*

## **Biting Policy**

One natural stage in development that all parents dread is that of biting. In the home situation during this stage, there are limited recipients, whereas at the Centre there are many. Biting is generally borne from frustration due to (being unable to communicate effectively, a block will not fit where it is supposed to, etc.) in the 15 - 36 month age groups. When an incident occurs the biter will be removed to a quiet area, where a carer can speak to them and explain why they should not bite. The bitten child will have the wound cleaned and ice applied to limit swelling and/or bruising. This will be kept a private matter between the parents of the children involved.

## **Accident and Incident Policy**

Each classroom has an accident sheet located in a binder folder. This sheet is completed each and every time a child grazes a knee, receives a bite, or has a minor fall. This information is recorded as follows:

- Time and date
- Full name of child
- Nature and circumstances of the accident
- Particulars of the treatment
- Name and signature of the supervising staff
- Signature of the Director
- Signature of parent or guardian

It must be noted that the above records are confidential and will not be accessible to any persons other than the child's parent.

## **Anti-discrimination Policy**

Our Centre acknowledges the diversity of Australia's differing cultures and abilities. We accept all families regardless of race, religion, ethnicity, culture, disability or family composition. The dignity and rights of all families will be respected and individual needs met.

## **Child Abuse/Neglect Policy**

If staff of the Centre suspects child abuse/neglect, the Department of Families **must** be notified. Our policy procedure is outlined below:

1. The carers in your child's room will monitor and document the situation and inform the Director of their concerns.
2. The Director will contact the Department of Families/Child Health and pass on to them all relevant documentation.
3. The Department of Families/Child Health will contact the family involved.

# The Program

All programs at Village Kids are carefully planned to reflect the philosophy of working together to provide high quality care and education for your child. You will quickly observe that staff seek to:

- ★ Form trusting genuine relationships with both children and their parents.
- ★ Help children handle change effectively.
- ★ Facilitate children's imaginative play.
- ★ Allow children periods of uninterrupted play which will offer a variety and balance of developmentally appropriate activities and materials.
- ★ Use positive guidance techniques.
- ★ Meet children's individual needs and respond positively to their unique patterns of behaviour.
- ★ Create environments which are safe yet challenging.
- ★ Provide opportunities for children to move safely around the Centre with staff giving them a variety of spaces to experience throughout the day.

The curriculum is viewed not only as a series of activities for children but rather as a full range of learning experiences provided for both children and their families at the Centre. These daily programs will be displayed in each room. They will incorporate all areas of learning, to allow self creativity and exposure to indoor/outdoor play, art/craft, language, the world around us and musical and dramatic experiences, as well as meals and rest periods.

There will also be a daily evaluation displayed in each room to inform you of the daily happenings and a communication book where staff will note anything of importance and you can note anything of importance that you wish to tell staff.

It is important for you to check these regularly so that you are aware of the experiences that your child is receiving.

Staff also do regular observations on each child and record their progress on profile sheets. Parents will get a checklist twice a year to inform them on the progress that their child is making. This checklist is only a guideline as children develop individually. If you have any concerns about your child's progress please see your child's Group Leader to arrange an interview.

# Staffing

Our staff will consist of a Non contact Director with the help of 4 Group Leaders and 4 Assistants with another floating Assistant to ensure that 2 members of staff will be present in rooms at all times. All staff have been carefully selected by their qualifications, experience and enthusiasm.

The staff are concerned with the developmental progress of your child at all times. If you have any problems concerning your child please do not hesitate to notify your Group Leader or the Director of the Centre. They will be only too pleased to discuss any problems that may arise.

Our concern is for each individual child's needs and interests. By creating a warm and friendly atmosphere at the Centre we aim to make your child's day happy and secure. Also we offer an active learning environment where children can develop physically, emotionally, intellectually and socially.

The staff are employed according to the Child Care Regulations 1991 and approval has been granted. The staff/child ratios will be maintained accordingly, being that there will be 2 staff members supervising each age group. One being a Group Leader in charge and one being an Assistant. All staff are encouraged to attend professional in service training meetings or workshops, so that we cannot only extend our knowledge but be informed of new developments within the Child Care Environment. The staff will also be given an allocated time for programming each week, allowing for this. We will replace them with another member of staff. All the programs will be displayed in each room for your viewing.

## Volunteer Staff and Students

At some stages throughout the year volunteer students will be working at the Centre to further their education. All staff will be interviewed by our Director beforehand. These students and volunteer workers are not included in our staff/child ratios which we are licenced for. Therefore, they will be observing and joining in with free play routines. They will not be left alone for supervision or be involved in the program needs of the Centre.

## Excursions

Parents will be notified when these outings and special days will be planned. Notices will be sent home for your approval and permission forms will need to be signed. When these excursions take place staff will accompany the children on a compulsory staff/child ratio basis. Parents are also invited to attend

## Fire Drill and Evacuation Procedures

We will be carrying out first drill practices regularly. All staff and children will be involved in these drills. If you are on the premises at the time of a drill, please follow the fire drill procedures displayed in your child's room. The Centre has all the required safety equipment and may have a fire fighter attend a drill.

# Parental Involvement

Parents are always welcome and are invited to spend time at the Centre and participate in activities at a level appropriate to their personal circumstances and needs. We have a Parent Club that meets once a month for a coffee morning to discuss important issues in Child Care and children's development. Communication with parents is extremely important at the Centre and if any problems or changes of circumstances occur please contact the Director or Group Leader in charge of your child's room. A monthly Newsletter will also provide information of occurring events and important information.

## Clothing

Parents are asked to dress their children in suitable clothes to enable uninhibited play. Young children enjoy playing with paint, clay, sand, water and mud which can be quite messy at times. Staff will take care to see that aprons are worn by the children where appropriate. However, they cannot guarantee clothes will remain unsoiled at all times.

*Note: Please make sure that all items of clothing and shoes are clearly named to avoid being placed into a lost property box.*

## Meals

All children will be provided with a nutritious midday meal, as a balanced diet is important to their growth. The selected menu will be available to parents to read.

We do ask that each child does bring along two pieces of fruit each day or one piece of fruit or one packet of savoury biscuits. These will be shared as morning and afternoon teas.

During meal times the children are reminded of the importance of developing appropriate hygiene and eating habits.

## Special Diets

If for medical reasons your child requires a restricted diet, please inform the Director or your child's teacher, as well as noting it on the enrolment form. Careful attention will be taken in regard to your requirements.

## Dental Hygiene

We have introduced a dental hygiene program to the Centre where all children brush their teeth after their midday meal. To participate the children are required to supply a toothbrush holder, toothpaste and a toothbrush (available from the office of \$2 for the whole set). This will be kept at the Centre and will be changed as required.

# Birthdays

Your child's birthday is a special event in his/her life, so we encourage you to bring in a birthday cake to the Centre so that all his/her friends can help celebrate. You and your family are quite welcome to join in on the fun.

## What you need to bring for your Child

1. Two pieces of fruit, to be cut up at morning and afternoon tea.
2. At least one change of clothing. Three sets for under threes.
3. Plastic bags for soiled clothing.
4. At least 5 disposable nappies per child per day.
5. A hat - Child Care Regulations require a hat to be worn at all times while outside. We have hats for sale at \$8.50 available from the office.
6. A sheet that is to be taken home each week and washed. This can be purchased from the office. \$15 for a sheet and sheet bag or \$4 for a sheet bag.
7. A bag for your child's belongings.
8. A brush or comb.
9. Packet of tissues
10. Packet of baby wipes
11. \$2.00 for toothbrush

The Centre will also be selling "Village Kids" Tee-Shirts for \$10 each.

## The Licensing Body

The Licensing Body for Village Kids Childrens Centre is:

Townsville Area Office  
(Community Support Services)  
4<sup>th</sup> Floor State Government Building  
Cnr Stanley and Walker Streets  
Townsville Q 4810

Telephone: 07 47997110  
Facsimile: 07 47211936