



52 Weeks/Year
7:00 AM - 6:00 PM
6 Months – 6 Years

Parent Handbook

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Table of Contents

Welcome to Kindy 4 Kids	2
Our Philosophy.....	3
Hours of Operation	4
Personnel	4
Parents	4
Parent Grievances.....	4
Developmental Programs	5
Arrival and Departure	6
Starting Your Child	6
What to bring.....	7
Food	7
We will Provide	8
Allergies.....	8
Fees	8
Daily Rates and methods of payment.....	8
Bond Information.....	8
Child care Benefit (CCB)	9
Child Care Rebate (CCR).....	9
Allowable Absences	9
Parent Responsibility	10
Public Holidays / Sick Days.....	10
Late Fee.....	10
Changes to Enrolment / Withdrawal of a Child	10
Celebrations	10
Centre Policy Manual.....	11
Child Protection	11
Health Policies.....	11
Behaviour Management	11
Immunisation	11
Medication	12
Hygiene	12
Sun Smart Policy	13
Safety	13
First Aid	13
Authority to Collect Children	14
General Safety Precautions.....	14

Welcome to Kindy 4 Kids

Dear Parents

Kindy 4 Kids is a privately owned Long Day Care Centre. Our aim is to provide the highest quality care and education for your children. We employ quality staff who are committed to further learning and are passionate about teaching and caring for young people.

Caring for your child is a partnership that we value and respect. Our highly trained staff will work with you as a team; parent participation is encouraged in all aspects of centre. Staff will always welcome your contribution of ideas, time, resources and family experiences.

We are conveniently located in Penrith Plaza and offer care to both staff of Westfield and shoppers. In addition, to our Long Day Care program we offer casual care, based on availability, which is a great idea for making shopping time a little easier for Mum and Dad and more enjoyable for the children too. (Information on casual care is available at the front office).

We aim to offer your child the very best care. You are welcome to contact our Nominated Supervisor to discuss any matter regarding your child or the centre at any time.

We look forward to welcoming your child into our Kindy 4 Kids family.

Regards

Kindy 4 Kids Team

Westfield Penrith

(02) 4721 1244

Our Philosophy

At Kindy 4 Kids, we believe that all children are unique individuals, who develop at their own pace through exploration and discovery of their environment and through interactions with the people around them.

We aim to provide a friendly and welcoming environment for children and parents, where children are encouraged and respected. Our program seeks to assist children to understand the environment that continually influences their lives. It will foster the growth of positive attitudes and values towards learning. Each child will be treated as an individual with the program focusing on the development of the whole child through a balanced curriculum in all developmental areas including:

- The Healthy, Active & Physical Child - fine and gross motor skills
- The Thinking, Investigating, Exploring, Problem-solving Child - thinking, problem-solving and decision making skills
- The Social Child - responsibility, friendship, trust and affection for others
- The Communicating Child - communication and comprehension skills
- The Feeling Child - self-esteem, confidence and expression of feelings
- The Creative Child - expression of ideas, understanding and recognition of problems
- The Spiritual & Moral Child - respect for the natural environment and living things, appreciation of beauty in its many manifestations and a sense of what is fair and just.

Our program will include a variety of activities within these areas to cater for each child's individual needs, strength, interests and experience. To accommodate individual learning styles, a diverse range of teaching methods will be utilized. These include free discovery situations, child initiated and directed activities, as well as teacher initiated and assisted experiences. Each child will be listened to, guided, encouraged and challenged to promote learning and self-worth. Each child will be treated as an equal participant of our society. Children will be encouraged to accept others' individuality and respect differences in cultures, attitudes, abilities and gender.

We value the importance of the child as part of a family. We believe the family plays an important role within the child's development. Kindy 4 Kids staff work to build relationships with families with the aim of understanding each child's individual strengths, abilities and individual needs, valuing the comments and suggestions provided in their child's program and when making decisions such as policy development. Open communication between staff and families will increase our ability to help each child develop to their fullest potential.

At Kindy 4 Kids, we understand our surrounding community will also impact a child's life.

We will bring the community into our centre by exploring local and global events and in-services, while also exploring our wider community through excursions.

Kindy 4 Kids pride themselves with resourceful and dedicated staff who actively contribute to the centre with varied cultural, educational and life experiences.

Staff are regularly encouraged to pursue their professional goals and progress their development as educators. We believe that our qualified and respectable staff are valuable in enriching our service in educating and caring for your child.

Hours of Operation

Kindy 4 Kids operates 52 weeks of the year and is closed on Public Holidays. The centre is licensed to operate from 7:00am to 6:00pm Monday to Friday. Children cannot be accepted into care before 7:00am and must be collected by 6:00pm. A late fee applies to all children who are not collected by 6:00pm.

Personnel

The staff at Kindy 4 Kids have been selected for their enthusiasm and dedication to the care and welfare of children. All staff at our centre have undergone the Working with Children's Checks to ensure that any „prohibited persons“ are not employed by us. Key staff in our centre have varying degrees of Early Childhood Education and are committed to ensuring they keep up to date with current practices and procedures and further study when appropriate.

Parents

Kindy 4 Kids has an open door policy to parents at all times. Our teachers try to take advantage of drop off and pick up times to talk with you and exchange information about your child. You are always welcome to call the centre at any time during the day to discuss the progress of your child. We encourage parent involvement in our daily activities or providing special skills or knowledge.

For specific concerns you can arrange an interview time with your child's teacher to discuss these further. This can sometimes help to alleviate these concerns as well as keep you informed of their overall progress and development.

Likewise, if the teachers have any specific concerns with your child's development they will monitor their progress carefully and keep you informed. If your child's teacher feels that your child may benefit from additional or specialist assessment, they will discuss this with you and assist you where possible with resources and available options.

Each year we hold one formal parent – teacher meeting as well as providing many other opportunities to get to know staff and other families and friends with parent education forums and a variety of family events.

You will find information around the room that will help you understand the routine and educational themes that help to maintain a lively learning environment for your child. Our staff keep daily records about the day's activities which are displayed prominently in the room for you to view when collecting your child.

Parent Grievances

Handled efficiently and effectively grievances can greatly improve the quality of care that we provide to your children. If you are concerned or unhappy about a particular event or incident that has occurred at the centre either regarding you or your child, this should be brought to our attention immediately.

Minor concerns or complaints should be directed to the Nominated Supervisor. If you are unsatisfied with the outcome of this complaint you can fill out a “Grievance Form”, available from the front office and return it to our Nominated Supervisor. Supervisor will arrange a meeting with the appropriate people to address the problem. At the conclusion a short report will be forwarded to you outlining the resolution to the issue.

Please don’t hesitate to bring any issue to our attention. The purpose of this policy is to ensure that we become aware of the problem and have the opportunity to act on it.

Developmental Programs

Weekly and daily programs are carefully planned so that all children can feel safe and secure as they participate in a diverse range of learning experiences. The programs reflect the individual needs of the children and families who attend the centre and days are planned to balance care, education and play activities. Incorporated into the programs are the children’s individualised schedules (eating, sleeping, playtime) and experiences which foster skills and maintain the individuality of each child’s routine.

Unique programs for every age-level centre around developmental and fun activities that help the children grow physically, emotionally, intellectually and socially.

Our programs also include a game and sports segment for 3-6 year olds.

This segment of the program is aimed at promoting:

- Awareness of the benefits of physical activity
- Development of the fine and gross motor skills
- Development of game skills
- Development of foot/leg and hand/eye coordination
- Emphasis on team work and working in groups.

Specifically, programming seeks to develop the children in the following areas:

Social Growth – to develop acceptable behaviour patterns, self-esteem, self-confidence and an appropriate level of independence. Activities that encourage social growth include sharing, taking turns, and consideration of others.

Physical Growth – to achieve and develop a variety of skills and coordination using both small and large muscles. Activities that encourage physical development include threading, painting, and drawing, constructing, throwing, catching, climbing, sliding and crawling.

Intellectual Growth – to develop thinking processes, problem solving and decision making. This includes learning skills such as classifying, matching, sequencing, reasoning, questioning, predicting and answering.

Emotional Growth – to develop the ability to make „correct“ choices, recognise and value their own strengths and talents and learn about responsibility, leadership and self-worth. This includes activities to encourage positive peer relationships and social interactions.

To help us program more effectively each teacher is allocated a focus group of children. These focus groups are displayed in each room. As well as individual summaries, a portfolio will be kept for each child, containing samples of their artwork, cuttings and photos etc. The child's developmental summaries and portfolios are available to view at any time and parents can take the opportunity to discuss any ideas/ concerns with us. Please speak to staff when you wish to view your child's portfolio.

Arrival and Departure

A noticeboard and parent communication trays are located in the front foyer and are used for basic communication between parents and the centre. You should check your tray each day when you drop off or pick up your child to ensure you are informed about what is happening at the centre.

Children must be signed in and out each day.

Upon arrival each day you must sign your child in on the Sign In/Out Sheets located in your child's room. Similarly you must sign them out at the end of the day when you pick them up.

Signing in and out is imperative under Government regulations and for the safe management of children. In the event of an emergency at the centre, these sheets are an integral part of ensuring all children are accounted for.

When arriving and leaving please ensure that all gates and doors are properly closed.

Starting Your Child

There are a number of ways to make the settling in process as easy and as happy as possible for your child:

- Talk about Kindy 4 Kids, the fun activities, the new friends they will make, all the toys they will get to play with, etc.
- Visit the centre for short periods before the first day.
- Drive past on weekends – show Daddy, Nana etc. their „new school“
- Buy a bag and label it – let your child help pack it.
- As a parent have realistic expectations – expect some tears. The first day is often wonderful, followed by days where the child realises that they will be left. It takes time before they feel secure and confident and trust that you will be back. Avoid telling them a time (lunchtime, rest time etc.) that you will be back to pick them up and then arrive late – this can damage the trust building process.
- Be honest with your child – tell them that you are leaving and that you are going to work/shopping etc. and that you will be back to get them.
- Be positive – don't show your child that you are upset.

We have found that it is easier for your child to settle in if the goodbye process is fairly quick. Our advice is that when you feel comfortable, give your child a big hug and kiss, tell them you have to go now and that you will be back later to pick them up – then go.

Three mistakes that parents sometimes make, with the best intentions, are to:

- Sneak off when their child is playing and not say goodbye.
- Draw out the goodbye process for so long that both the child and the parent get emotional and upset.
- Hide behind a door and when they see their child crying come back to comfort them.

Rest assured that staff are very sympathetic to a new child's distress and will respond in the most appropriate way.

What to bring

Kindy 4 Kids provides most of the items your child will need throughout their day. However, you will need to provide a small bag packed with:

- a change of clothes
- nappies / pull-ups
- spare socks, singlet and underwear (at least 4 pairs if your child is toilet training)
- a set of clothes in case of weather change
- a sun hat
- a set of cot sheets and a small blanket in winter – in a draw string bag
- any comforters required for rest time
- packed lunch (no nuts, see below for suggestions) – including drink bottle
- donate a piece of fruit for afternoon tea platter

Children should be appropriately dressed for learning and play. They need to wear play clothes (not be dressed up) as children will generally get dirty (i.e. paint, play dough etc.). Also, as we foster independence in the children attending the centre, please do not send your child in overalls or belts, as these items are too cumbersome to get off when in a hurry to go the toilet.

We ask parents to please dress their children as so their shoulders are covered, in accordance with our Sun Protection Policy. Please no singlet tops.

Please try not to let your child bring any toys, apart from security toys or blankets, as they may get lost, broken and can often cause conflict of ownership. We cannot take any responsibility for items that your child brings to the centre.

Please make sure all items are clearly labelled with your child's name.

Food

Please send a packed lunch for your child in a clearly labelled lunch box. These will be put in the fridge on arrival. Healthy food suggestions include; sandwiches or rolls, salads, fruit, yoghurt, cheese or custard. Our Nutrition Policy promotes foods low in sugar, fat, and additives.

Please do not send lollies, chocolates, chips or junk foods.

We ask you to donate a piece of fruit which is cut up on a fruit platter for share afternoon tea.

We will Provide

Breakfast, Morning tea, Afternoon tea and snacks for late afternoon – this will be a selection of fruits and vegetables served with a source of carbohydrates I.e. breads, crumpets, muffins, and crackers, also a source of dairy.

Drinks – All that is needed throughout the day, these include milk for morning/afternoon tea and lunch and unlimited amounts of water.

Sunscreen – sunscreen will be applied in the morning and will be marked off on our sunscreen/hat check list before children go out doors to play. A second application of sunscreen will be done before afternoon outdoor play. Please talk to the Nominated Supervisor if your child has an allergy to sunscreen.

Allergies

Please ensure that the Authorised Supervisor knows about any special dietary requirements.

We will accommodate these special needs. There is a place on the enrolment form for this information.

Fees

Daily Rates and methods of payment

Our current fees:

Child's Age	Daily Rate	Casual Hourly Rate (minimum 2 hours)
0-2	\$92.00	\$14.50
2-3	\$87.00	\$14.50
3-6	\$80.00	\$12.50

Fees must be paid weekly and TWO WEEKS in advance. Unpaid fees for two consecutive weeks can result in loss of your child care position.

Our preferred method of payment is direct debit via Ezi-Debit which we can arrange for you by completing a form and returning it to our friendly staff. Cash payments must be the exact amount and given to the Nominated Supervisor or Second in charge.

Bond Information

A security bond of \$150.00 is required upon enrolment and will be refunded less \$50.00 enrolment/administration fee at the end of your child's time at our centre. This deposit is non-refundable if the booking is cancelled (I.e. if the child leaves the centre or fails to start). Upon giving written notice of cancellation of your position by filling out an Exit Form, your bond is released via credit to your account.

Child care Benefit (CCB)

Kindy 4 Kids is registered for the Child Care Benefit Scheme. The Australian Government offers a number of benefits to assist families with the cost of child care including Child Care Benefit and Child Care Rebate. Families are advised to contact Department of Human Services on 13 61 50 (Mon – Fri 8am-8pm). Families who require information in languages other than English should call 13 12 02.

Families should register for CCB and/or CCR before your child commences care to avoid delays in CCB /CCR payments.

Full fees will apply until the centre receives a letter stating that you are eligible for Child Care Benefit.

Parents are required to inform Department of Human Services of any changes that may affect their assessment.

For more information about your eligibility for child care payments, please go to humanservices.gov.au.

Child Care Rebate (CCR)

The Child Care Cash Rebate assists parents with their out-of-pocket expenses for approved child care, if you are working, training or studying.

Out-of-pocket expenses are total child care fees less CCB or Child Care Benefit. The Child Care Cash Rebate covers 50% of out-of-pocket expenses up to a maximum of \$7 500 for 2014-2015 financial year.

CCR Payment Options:

1. Direct to Kindy 4 Kids to reduce your fees.
2. Weekly or Fortnightly into your nominated bank account.
3. Quarterly paid into your nominate bank account.
4. Annually paid into your nominated bank account.

Allowable Absences

The CCB allowance entitles each child to 42 absence days (Allowable Absences) each financial year without affecting the CCB/CCR entitlement. You will get CCB and CCR for 42 absence days per child each financial year. These can be for any reason and will not require proof and include public holidays.

You can also get CCB and CCR for additional absence days once your initial 42 absence days have been used. There is no limit on these days but you may be required to provide documentation to support the absence.

The additional absence days reasons are:

- illness (with a medical certificate), or another absence due to sickness of the child, a parent or sibling, supported by medical certificates
- non-immunisation
- rostered days off

- rotating shift work
- temporary closure of a school or pupil-free days
- period of local emergency – the service is closed or the child is unable to travel to the service
- shared care arrangements due to a court order, parenting plan or parenting order
- attendance at preschool
- exceptional circumstances

Parent Responsibility

Whether you claim CCB as a fee reduction or a lump sum, it is your responsibility to ensure that you only receive the amount you are entitled to; you have correctly signed in and out each day; and you have appropriate supporting documentation for any approved absence days.

Public Holidays / Sick Days

Fees are payable for public holidays and sick days. Please remember to sign for these days in order to remain eligible for the Child Care Benefit. Child Care Benefit will cover you for public holidays. Families must contact the office by the morning of their child's absence (by 9.30am) to notify the services that their child is absent for the day.

Late Fee

A late fee of \$2.00 per minute will be charged to any family who has not collected their child from the centre by closing time. This fee is not eligible for the Child Care Benefit. The centre will attempt to contact parents/ guardians; however, if there is no response then the emergency contacts listed on the child's profile will be notified to collect the child.

Changes to Enrolment / Withdrawal of a Child

If you wish to change your enrolled days, you must provide two full weeks' notice in writing, during which time you will be required to pay the full fees for your enrolled days.

A minimum of two weeks' notice is required if you wish to withdraw your child from the centre. Any adjustments to fees must be made prior to this and all accounts must be finalised two weeks prior to your child leaving the centre. Provided the centre gets two weeks' notice in writing when the service is no longer required the Centre will fully refund the Bond fees.

Families who leave the centre in December, however, (no matter when notice is given) will be charged until the end of the year, as we are unable to fill these spots until the New Year.

Celebrations

We encourage parents to let their children share special celebrations with us at the centre. Please talk to staff about making arrangements to help their day special.

Centre Policy Manual

Kindy 4 Kids has a manual which contains a complete and detailed set of all the Policies and Procedures implemented by the centre. A copy of this manual is always available in the foyer of Kindy 4 Kids for your perusal and a copy can be made on request from parents at any stage. Kindy 4 Kids welcomes any feedback or suggestions on all of our policies.

Details on our most important and key policies are summarized below:

Child Protection

Kindy 4 Kids has a duty of care to ensure that all persons are provided with a high level of safety and protection during the hours of the service's operation. Kindy 4 Kids has a duty of care to ensure that all persons are provided with a high level of safety and protection during the hours of the service's operation. It is understood by staff, children and families that there is a shared responsibility between the service and all stakeholders that the Child Protection Policy and procedures are accepted as a high priority.

In meeting the service's duty of care, and legislative requirements outlined in The Children and Young Persons (Care and Protection) Act 1998 (NSW) that the management and staff implement and adhere to the service's Child Protection Policy, and ensure a level of safety and protection to all children who access the service's facilities and/or programs.

Health Policies

One of our objectives of the centre is to create a safe and hygienic environment that will promote the health of all children and staff.

Behaviour Management

At Kindy 4 Kids we aim to focus on encouragement and positive guidance, rather than discipline. We believe that children learn best through experience. The teachers will guide and redirect the children to help them learn to cooperate with their peers and to have positive, educational experiences to encourage and enhance their growth and development while in our care. At no time will a child be physically disciplined.

Immunisation

Changes to the NSW Public Health Act (Part 5, Division 4, Sections 85-88) and NSW Public Health Regulation (Part 7, Division 2, Sections 42-44A) came into force on 1 January 2014 to improve the timeliness of vaccine coverage in children, and help prevent outbreaks of serious vaccine-preventable diseases.

The new requirements prevent child care facilities from enrolling children unless immunisation certificates proving that they are fully immunised, or have a specified exemption, are provided at enrolment. This means that child care facilities must have documented evidence that children are up to date with their vaccinations, or that they are on a recognised catch-up schedule, or that they have a medical contraindication to vaccination, or their parents have a conscientious objection to vaccination, before enrolling a child.

Unvaccinated children may be excluded from child care facilities in the event of an outbreak of a vaccine preventable disease for their own protection.

Parents must contact the centre as soon as they are aware their child has contracted a vaccine preventable disease. Nominated Supervisor must notify the local Public Health Unit that a child in the centre has a vaccine preventable disease.

Should a child become sick at preschool, parents will be contacted on the phone number listed on the child's enrolment form and the child will rest on their bed in their room away from contact with other children. An Illness Report is completed to monitor child's condition until carer arrives.

If unable to contact any persons on contact list child's doctor will be contacted, if the condition requires this.

For obvious reasons, it is extremely important that all details on children's enrolment forms be kept up to date.

Parents of children with chronic illness such as asthma, epilepsy, migraine or diabetes will need to discuss with staff any particular management plans needed.

Medication

Only prescription medication will be administered. The administration of medication will be dependent upon:

- the completion of a medication form on arrival at the Centre by the parent or guardian
- the medicine being in its original packaging which clearly states the child's name, the name of the medication, quantity and time intervals, expiry date and name of Doctor who prescribed the medication
- the dosage being given corresponds with the direction on the label

No medication must be left in the child's bag or locker. All medication must be handed to staff and it is to be stored in locked medication cabinet in the kitchen. Medicine needing refrigeration will be placed in the locked box in the fridge.

Staff will record the dosage and the time that the medication was administered or refused and have another staff member witness the medication being given. Both staff members will sign.

Care will be taken with the administration of medication but staff will not be held responsible if medication is forgotten or administered at different time intervals. Parents are also welcome to come to the Centre during the day and administer medication to their child if concerned.

Hygiene

Due to the evidence that suggests that Centre based Care can increase the susceptibility of your children to infectious diseases, the Centre will endeavour to reduce cross infection by the following means:

- Effective hand washing is the most important way of controlling infections, we follow procedures outlined in Staying Healthy in Child Care and procedures are displayed in bathrooms and nappy change areas.
- The use of disposable items whenever cross-infection could be a risk e.g. Tissues for wiping noses. Paper towel for cleaning bathrooms and surfaces where bodily fluids are present
- Paper towels for drying hands
- Non-toxic cleaning materials will be kept in areas where children play. Wherever possible, soap will be the preferred cleaning agent.

Parents will be required to provide a sheet which will fit our mattresses for rest time. A drawstring bag will be required to hold the sheet when not in use.

Toys will be cleaned on a regular weekly cycle. They will also be sanitised on a monthly basis. Tables, bedding and other surfaces will be wiped frequently after each use. Floors will be swept when needed throughout the day.

No smoking will be allowed within the Centre building and or grounds.

Sun Smart Policy

We aim to ensure that all children attending our service are protected from skin damage caused by the sun. We encourage this by having parents apply sunscreen in the morning on arrival, encouraging the wearing of a wide brimmed hat and reapplying sunscreen prior to outside play in the afternoon.

Safety

These precautions must be followed at all times for the Centre to be a safe place for your children.

Gates and latches must be shut at all times

No rope, toy guns or swords, etc. to be brought into the Centre.

Children will only be allowed in supervised areas. No children will be allowed in the kitchen or store rooms.

The centre will display an evacuation procedure in each area. Staff and children will become familiar with the procedure during the year.

First Aid

Staff will follow the following procedure if a child is involved in an accident or injury;

Assessment of the injury

If minor;

- Appropriate first aid will be given following the centre procedure
- A report will be written detailing the incident on the Accident Form
- Parents will be informed when the child is going home and will sign the accident form

If serious;

- Staff will seek expertise from staff trained in First Aid
- Assistance will be sought if necessary
- Medical care will be sought – Doctor / ambulance
- Parents will be contacted
- Report will be written with a copy given to the parent

A staff member with current First Aid qualifications will be on the premises at all times.

Disposable gloves will be worn when administering First Aid Centre staff will regularly use safety and hygiene concepts as a focus for learning experiences within the program. Staff will also, on a regular basis, discuss and model safety and hygiene Practices.

Authority to Collect Children

We will only allow children to leave the centre with a nominated person listed on the enrolment form. Always let a staff member know when you arrive or leave the centre. If you are unable to collect your child you will need to ring or notify the centre in writing. The collecting person must be at least 18 years of age and hold photo identification.

General Safety Precautions

General precautions are important to the safety of the children in our care. It is the responsibility of both parents and the staff to ensure these precautions are adhered to.

- Outside gates are to be shut at all times
- Children must not be left unattended outside the Centre
- There should be no running inside
- Children should not play inside cupboards with doors
- Glass jars/bottles are not to be kept in children's lockers or within their reach
- Medication must not be left in the children's bags and will be locked/stored in an appropriate place (see Medication Policy)
- Hot beverages will not be consumed in the children's playrooms or in the outdoor play area
- Double adaptors will not be used in the playrooms
- Extension cords will be used with extreme caution, only when no other alternative is available
- Toys in the 0-3 years old rooms must be larger than a film canister. This is to prevent children swallowing small items and choking.
- Staff will clean tables throughout the day, sweep floors after each meal and remove tripping and slipping hazards
- Doors to rooms to be shut at all times
- Gates to bottle preparation area and nappy change area to be shut at all times
- No children in the kitchen, staff room or laundry unless supervised Supervision of children to be maintained whilst using the bathroom
- Centre Policies are to be followed at all times (copy located in foyer next to Sign In / Sign Out Sheets)