



Parent Information Kit

Welcome

We would like to welcome your family to Koala Childcare and Kindergartens, privately owned centres that provide care and education for children from 0 to 6 years of age. Our facilities include beautifully equipped children's rooms, well equipped kitchen, staff room, office area and natural outdoor environments.

The centres are registered with the Department of Education and Early Childhood Development (State Government), the Australian Children's Education and Care Quality Authority, the Department of Education, Employment and Workplace Relations (Commonwealth Government) and the Local Council.

All centre's are owned and operated by Narelle and Brent Wilson who are Company Director and General Manager.

Company Name and Centre	Hours	Address	Phone and fax	Managers	No of places
Bambinos Childcare Pty Ltd t/a Koala Childcare and Early Learning Centre - Reservoir	6.30am-6.30pm	123 Henty Street, Reservoir 3073	03 9478 9222	Celeste Avolino-Motta Centre Manager Di Leight Operations Manager	120 places
Wilson Childcare Pty Ltd t/a Koala Childcare and Early Learning Centre - Mt Waverely	7:00am – 6:30pm	11-13 Marianne Way, Mt Waverely, 3146	03 9802 5053	Holly McDonnell Centre Manager Di Leight Operations Manger	80 places
Koala Childcare and Early Learning Centre Pty Ltd t/a Koala East Doncaster	7:00am – 6:30pm	158-160 Andersons Creek Rd, East Doncaster, 3109	9842 6971	Gill Marsden Centre Manager Di Leight Operations Manager	62 places
Koala Childcare Warrnambool Pty Ltd t/a Koala Childcare and Kindergarten Warrnambool	To be advised	Lava Street, Warrnambool	0406 998 646	TBA Centre Manager Di Leight Operations Manager	103 places

Philosophy

Please see the attached document

National Quality Standards Assessment and Ratings Process

All centre's participate in the National Assessment and Ratings process. They are assessed under the following categories:

NQS Rating

QA1 Educational Program and Practice

QA2 Children's Health and Safety

QA3 Physical Environment

QA4 Staffing Arrangements

QA5 Relationships with children

QA6 Collaborative partnerships with families and the community

QA7 Leadership and service management

Once assessed, the centre receives an overall rating. The ratings are as outlined:

Significant Improvement Required

Working Toward the Quality Standards

Meeting the Quality Standards

Exceeding the Quality Standards

An Excellent rating can be applied for through ACECQA if the service has an overall rating of Exceeding.

A Quality Improvement Plan (QIP) for each centre is developed in consultation with our families and the local community and is available at reception for your comment.

Staffing

All staff undergo a working with children check prior to commencing employment.

We employ staff who hold a Certificate 3 in Children's Services, Diploma of Children's Services, Advanced Diploma of Children's Services and Bachelor degree trained Early Childhood Teachers. All of our staff have first aid, CPR, Anaphylaxis training (epipen) and Asthma training. Several staff hold food handlers certificates. All of our Centre Directors hold Food Safety Supervisor qualifications in addition to their early childhood qualifications.

The service will employ qualified early childhood trained teachers within the funded kindergarten program, in accordance with the requirements contained in the DEECD kindergarten funding criteria.

For all other programs, the service will employ qualified staff who hold a qualification that is acceptable under the Education and Care Services Regulations 2010.

What to bring (please ensure all items are labeled as these are not the responsibility of the centre if lost).

Each child under 2 years should bring:

- 2 nappies – The centre will provide disposable nappies during the day, however will send your child home in the nappy you provide.
- A minimum of 2 changes of clothes.
- A favourite toy or security object – all care will be taken with this however items can get broken or lost.
- Bottles of formula must be made up for the day and clearly labeled.
- An empty bottle.
- Sun hat (labeled). The centre will provide hats for purchase if you would prefer this option. These hats will be kept in the children’s rooms and you will take them home when the child ceases care at the service.

Each child over 2 years of age should bring:

- A minimum of 2 changes of clothes (allow extra when toilet training).
- A minimum of 2 changes of underwear (allow extra when toilet training). Pull-ups need to be provided by the family.
- A favourite toy or security object.
- Sun hat

Enrolment Procedure and Priority of Access

On enrolment, your child will be placed in a group according to his or her age and will generally remain in that group for the calendar year. A child will only be moved to another group throughout the year if a vacancy exists and after consultation between the parents/guardian, staff and the Centre Director. Your child will be individually planned for in whatever group they are in. The planning will be based on the developmental needs and interests of your child.

The Director will determine if there are vacancies in the centre and follow the guidelines in relation to **priority of access**. The order of priority is as follows:

- Priority 1 – a child at risk of serious abuse or neglect.
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the A new tax system (Family Assistance) Act 1999.
- Priority 3 – any other child.
- Within these main categories priority should also be given to the following children:
 - Children in Aboriginal and Torres Strait Islander families;
 - Children in families which include a disabled person;
 - Children in families on low incomes;
 - Children in families from culturally and linguistically diverse backgrounds;
 - Children in socially isolated families; and
 - Children of single parents.

There are some circumstances in which a child who is already in a child care service may be asked to leave the service. Where a service has no vacant places and is providing child care for a child who is a Priority 3 under the Priority of Access Guidelines, the service may require that child to leave the child care service in order for the service to provide a place for a higher priority child, but only if:

- The person who is liable to pay child care fees in respect of the child, was notified when the child first occupied the child care place that the service followed this policy, and
- The service gives that person at least 14 days notice of the requirement for the child to leave the child care service.

Priority will also be given to families who either live and/or work/or study within the area of the service. If circumstances change for any family after enrolment, the family will not be required to relinquish their place, however a re-assessment of their childcare arrangements may be sought. Non working/non studying parents may be required to change their booked days to assist access for working/studying/training parents. Two weeks notice of the change will be given.

On enrolment:

- ❖ If there are vacancies, the Centre Director will provide a detailed enrolment form which needs to be completed by the parent/guardians prior to the child attending the service.
- ❖ A \$100 administration fee will be required at the time of enrolment which will be allocated against the first weeks fees. This fee is non refundable should the booking be cancelled prior to commencement.
- ❖ An interview time will be arranged for the parent/guardians to discuss the individual needs of their child and to go through the enrolment form to ensure it has been fully completed. The Centre Director will also go through the services policies and ask for an acknowledgement slip to be completed, indicating that parent/guardians are aware of all centre policies.
- ❖ If there are no vacancies, the child will be placed on a waiting list outlining the days required, the child's name and date of birth, and a contact telephone number of the parent/guardian.
- ❖ If the child is enrolling in the funded kindergarten program, a letter will be provided to the parent/guardian outlining that the child will be receiving their year of funded kindergarten.

Inclusion Policy

Care for children with additional needs will be within the accommodation and staffing limits. The parent/guardian and other supporting agencies will be asked to discuss the child's needs with the Director. Ongoing communication between parent/guardians, centre staff and the staff of the other services involved with the family will be required to ensure that these needs are met. If the needs of the child cannot be met within this setting, alternative care will be sought, in consultation with the parent/guardians and other service providers appropriate to the child's needs. We work closely with the Inclusion Support Facilitator and other professional support agencies.

The service welcomes any child regardless of gender or disability, family ethnicity, religion, culture or structure. Please discuss your families individual needs with the staff team caring for your child.

Payment of Fees

The fees for the service are: *Please see the individual centre's in relation to the fees charged*

Fulltime \$ per week

Part time \$ per day

Four weeks' notice will be provided prior to any fee increase.

The service will operate 52 weeks of the year. It will close on gazetted public holidays.

The following conditions apply:

- ❖ A \$100 booking fee will be required at the time of enrolment which will be allocated against the first weeks fees. This fee is non refundable should the booking be cancelled prior to commencement.

- ❖ The preferred method of payment is Direct Debit. You will be provided with a form on enrolment. If this option does not suit your requirements, EFTPOS, cheque and internet banking will also be available. Cash will not be accepted.
- ❖ Child Care Benefit (CCB) is available from the Federal Government. Please contact the Family Assistance Office on 13 61 50. CCB is available to assist families with the cost of child care. The Family Assistance Office will assess your families' income. You will need to provide the Centre Director with your Customer Reference Number (CRN) and date of birth and your child's CRN and date of birth. Full fees will apply until the CRN's are provided.
- ❖ Each child is given 2 weeks of holidays per year at half rate of the gap fee, which is payable prior to the holiday to hold your child's place. Your account needs to be up to date to be eligible for this rate. All other absences (illness or holidays) will retain the full fee rate. Two weeks means that if your child attends one booked day per week, you will be entitled to 2 days. If your child attends fulltime, then you will be entitled to 10 days.
- ❖ Your child's place will not be held should the fees be paid late.
- ❖ Full Fees are applicable for all gazetted public holidays.
- ❖ A minimum of 2 weeks notice in writing is required if you wish to cancel or change your child's booking. This also includes requests for holidays.
- ❖ Accounts must be kept up to date or your child's enrolment may be cancelled. If you are experiencing any financial difficulties, please discuss this with the Centre Director as you may be eligible for 13 weeks of free child care through the financial hardship clause of the Child Care Benefit.
- ❖ If you do not sign the attendance records on your last day, you will be charged the full fee as child care benefit is only applied if the attendance record is signed.
- ❖ **Please note that absences including illness are charged.**
- ❖ Reminder letters will be sent to your home address or reminder stamps will be placed on your account in your parent pocket for any outstanding invoices.

Arrival and Departure

- ❖ Parent/guardians must accompany their child/ren into the service.
- ❖ Parent/guardians take their child to the appropriate room and must ensure that a staff member is made aware of their arrival.
- ❖ An attendance record will be in each of the children's rooms. Parent/guardians are required to complete the child's name, time of arrival and insert their signature. This will also be completed when you collect your child. Please ensure that all entries are legible. Staff will complete this if for any reason it is not completed by the parent/guardian.
- ❖ If your child requires any medication, ensure that this is handed directly to a staff member and that the appropriate entry is made into the medication record.
- ❖ Please say goodbye to your child before leaving the service.
- ❖ If it is intended that a person other than the one who has signed the child into the centre will be collecting the child, it is essential that this be noted in the attendance record and the staff member on duty be made aware of this arrangement.
- ❖ If changes to collection change during the day, please inform the Centre Director as soon as possible.
- ❖ If your child is going to be absent, please contact the centre by 9am.

Collection of children

- ❖ When collecting your child/ren, please ensure you collect all of your child's belongings and check your child's pigeon hole for notices.
- ❖ Ensure that a staff member knows that you are taking your child and leaving the premises.
- ❖ Ensure that the attendance record, situated on the room desk, is completed. The time of departure and insertion of parent/guardian signature is required. Staff will complete this if for some reason it is not completed by the parent/guardian.

- ❖ Staff will indicate by using a green highlighter pen next to your name, if they need to see you prior to you leaving the premises. This could be to complete an accident, injury, illness record, or to discuss something about your child's development or relay a message.
- ❖ Staff will not permit the arrival or departure of any child by taxi unaccompanied.
- ❖ Staff will not allow any child to leave with any person who is not listed on the enrolment record as a person authorized to collect the child, or not accounted for in writing or verbally to staff on the day by the parent/guardian, until contact has been made with the parent/guardian or emergency contacts verify that person.
- ❖ Persons unfamiliar to staff will be asked to present their drivers licence or other form of photo identification before children will be allowed to leave with them.
- ❖ Persons under the age of 16 will not be permitted to collect children unless by prior arrangement and under specific circumstances.
- ❖ Staff will request any persons collecting a child who seems to have impaired driving skills (e.g. under the influence of drugs or alcohol) to call another person to collect the child. If this request is ignored, staff may call the police for assistance.
- ❖ A copy of any custody/access arrangements must be forwarded to the Centre Director to place on file. Staff will not become involved in personal disputes between parents, therefore all details must be documented in writing by the court.

Late Collection of children

- ❖ Children need to be collected by the closing time of the centre. Parent/guardians should be aware that their late arrival places significant stress on the children and staff.
- ❖ Two staff will be required to remain on the premises with the child. All attempts to contact the authorized persons including the parent/guardian will be made.
- ❖ If these people cannot be contacted, Protective Services, Department of Human Services, will be contacted for advice.
- ❖ The Authorised Officer at the Department of Education and Early Childhood Development will also be notified. At no time will children be taken home with staff members.
- ❖ A fee of \$15.00 for the first 10 minutes and then \$12.00 for every 5 minutes or part thereof will be charged to the families account.
- ❖ If late collection of a child continues, your place will be forfeited.

Rest Time

Cots and mattresses are provided for all children enrolled at the service. A sleep/rest routine will be implemented in all of the rooms. You will be asked to identify your child's individual needs when you attend the service. All children will be encouraged to rest during the day, therefore suitable sedentary experiences will be provided for older children. Information about the length of the sleep/rest will be recorded on the whiteboard or communication book in your child's room. Please discuss any concerns or requests with the staff members caring for your child.

Interactions with children

The staff team believes that the positive guidance techniques and the positive management of behaviour adopted in the centre will foster self esteem and self worth, as well as offering children the opportunity to express feelings that may be hard to control eg. Frustration/anger. We believe that children need to experience consistent, clear and co-ordinated expectations of behaviour. A comprehensive behaviour guidance policy is available which outlines specific strategies that will be adopted to identify and reinforce appropriate behaviour. The staff team will always consult with parents/guardians if consistent inappropriate behaviour continues, and a behaviour management plan may be implemented. The use of 'time out' is not deemed appropriate in an early learning environment and therefore will not be used in the service. Please refer to the extended policy at the centre. Parents are at no time permitted to discipline any child other than their own whilst in the centre. If you have any concerns, please raise this with the room staff.

Communication and Parent Responsibilities

The staff team will always be available to answer questions in relation to your child's development, participation in the program or any other queries you may have. We would just ask that you be mindful that the staff: child ratios need to be maintained at all times, therefore staff may have to schedule an appointment time to speak with you. We want to keep all of the children as safe as possible and discussions when staff are supervising children at particular times of the day, can lead to accidents if their attention is diverted.

We will provide a regular newsletter outlining various aspects of the centre's program. Whiteboards/communication records are maintained on a daily basis in each of the children's rooms.

We are happy for parents to attend the service at any time during the day and hope you enjoy seeing your child participate in the program. There have been occasions in some child care centre's where parents may behave inappropriately. A specific code of conduct for parents is attached to this pack, but essentially the behaviour that will not be acceptable is: raising voices in front of the children, yelling at staff, children or other parents, any physical aggression or swearing.

All correspondence will be provided using the parent pockets or email. Please ensure that these are checked and cleared on a daily basis. Your accounts, newsletters and other information will be disseminated via the pockets or email.

Provision for Dealing with Complaints

If you have any concerns about the health and wellbeing of your child while they are attending the service, please speak with the staff team caring for your child. Alternatively, you can speak with the Centre Manager or the Operations Manager.

All concerns pertaining to the health and wellbeing of the children need to be reported to the Department of Education and Early Childhood Development, Authorised Officer, within 24 hours by the service. There is also the option to telephone the Authorised Officer directly. We would encourage you to raise concerns immediately, so that a resolution can be found quickly.

The regional Authorised Officer of DEECD contact details are displayed in the foyer of the child care centre.

SunSmart Policy

A comprehensive policy is available at reception. The service has registered with the Anti Cancer Council to become an accredited SunSmart service. Children and staff are required to wear a hat when outside. The centre will provide hats at a cost of \$15.00 and the hats will remain at the service until the child ceases care. This is the most efficient way of ensuring that hats are not left at home.

Evacuation Procedure

You will find evacuation procedures at all of the main exits of the service. Staff will regularly practice emergency evacuation with the children. You will be asked to sign an evacuation consent form so that staff can complete an evacuation outside of the building.

Excursions/Incursions

The service will conduct some incursions over the course of the year. You will be made aware of these and if a cost is involved prior to them occurring. A calendar of events is developed at the beginning of the year and distributed to families.

Infectious Diseases and Illness Emergency Care

Any infectious disease must be notified to the centre so that other parents can be notified of the illness. We refer to "Staying Healthy in Child Care" 5th Ed.

Children who are unwell are to remain home, or if they become ill while attending the service, staff will contact the parents or emergency contacts to collect the child from the service.

Where a child sustains an injury while attending the service, staff will make contact with the parents/emergency contacts as soon as practicable. Attending to your child's injury is our first priority. All parents will have signed a consent for the centre to seek medical, ambulance etc if deemed necessary. Every attempt will be made to contact you should an incident occur. Please read the extended policy at the centre.

Medication

Medication will not be administered unless written authority has been given. All medication must be clearly named and labeled in the original bottle and handed to a staff member. The medication record must be completed by the parent/guardian. If there is concern or doubt regarding a particular medication, you will be contacted prior to the medication being administered. Staff will assist with the completion of the record until you become familiar with the process.

Birthdays/Celebrations

The centre is delighted to celebrate your child's birthday and requests that if you would like your child to have a cake, the centre cook will provide one at a cost of \$5 which will be added to your account. This is to meet the requirements of the Food Safety Act. A birthday cake request form can be found on the kitchen door.

Policy and Procedure Reveiws

Policies and procedures will be attached to the centre newsletter for your comment. We are continually trying to find ways to improve our service to our families, so please complete the reviews and surveys when they are distributed.

Please enjoy your stay with us at Koala and don't hesitate to contact the Centre Manager should you have any queries.



Parent/Visitor Code of Conduct

Koala Childcare and Early Learning Centre's provides an open, welcoming and safe environment. We believe that all parents/guardians and visitors play a crucial and valuable role in the effective operation of the centre and in enriching the children's program.

A Code of Conduct provides guidelines for desirable and appropriate behaviour of all members, and reflects the values and beliefs of the centre. The Code of Conduct is designed to provide principles and practices to guide adult behaviour.

This Code of Conduct for parents/guardians and visitors outlines the type of practice we require all adults working and attending our centres to follow. It will assist in ensuring the safety and wellbeing of children, families and the staff. It does not provide all the answers, but is a broad outline of behaviour principles, expectations and ideals.

Management has a legal responsibility to provide a safe and happy environment for all children and staff members attending the service. Employers have a responsibility to provide, as far as practicable, a safe workplace that is free from discrimination, bullying and/or harassment. We ask that all parents read the Standard of Conduct below and return with your enrolment forms.

In relation to the children:

- Be a positive role model at all times.
- Always speak in an encouraging and positive manner.
- Listen actively to children and offer empathy, support and guidance where needed.
- Regard all children equally and with respect and dignity.

Physical contact with children other than your own should be avoided, unless directed by the staff, or if the safety of a child is compromised (which should be reported immediately to the staff).

- Inform children if physical contact is required for an activity and ask them if they are happy to proceed.
- All interactions with children should be undertaken in full view of other adults.
- Never do things of a personal nature for a child that he or she can do by him- or herself. For example, assisting him or her in going to the toilet, or changing his or her clothes.

In relation to other adults (including the staff) –

- Use respectful, encouraging and acceptable language.
- Respect the rights of others as individuals.
- Give encouraging and constructive feedback rather than negative criticism.
- Accept the staff's decisions and follow their directions at all times. Speak with the staff if you have any problem complying with any direction.
- Be aware of routines and guidelines for children's play within the centre, abide by them, and seek advice when unsure.
- Be aware of emergency evacuation procedures.
- Not supply food that contains nuts. We have children at risk of anaphylaxis attending our centre's.
- Discipline of children is the responsibility of the staff. Therefore, any matter or concern related to managing children's behaviour should be referred to the staff immediately. Never reprimand another person's child.
- Avoid approaching the staff to discuss a child during a session. Seek an alternative time when staff members are free from contact duties with children.
- Refrain from public criticism of children and adults at the centre.

- Any issue or grievance should be raised as outlined in the centre Grievances and Complaints Procedure.
- Under NO circumstance should a child, parent/guardian or educator/staff member be approached directly in a confrontational manner.
- Smoking is prohibited on the properties at all times.
- Respect the various cultural and linguistically diverse staff and families who attend the centre.
- Use the centre car parks appropriately and as they are marked eg. Disabled car parks, keep clear signage etc.
- Not enter restricted areas such as the kitchen, office and planning rooms unless your with a staff member.
- Understand that sometimes staff may need to discuss behavioural difficulties, developmental issues etc and that staff have the best interest of your child when they are discussing this.
- Read the centre policies and ask questions if I don't understand all of the content.
- Respect the policies and procedures that have been implemented to ensure the smooth running of the centre.
- Understand that the centre does not support staff babysitting outside of the centre, and that if you choose to hire a staff member as a babysitter, the centre takes no responsibility for this and will not assist parents to arrange this.
- Understand that staff are not permitted to have families as friends on social networking sites.
- Be responsible for any child you bring to the centre if they are not enrolled. This includes supervising them, ensuring they don't damage property. If non enrolled children disrupt the program, you will be asked to remove them.

A breach of this policy may result in your child's enrolment being terminated.
Please ensure your emergency contacts are aware of this policy.

Adults Signature:

Date:

Centre Manager Sign:

Date:



Policy Acknowledgement Form

I acknowledge that I have read and understood the centre parent handbook, and I agree to comply with the policies and procedures of the Koala Childcare and Early Learning Centre.

I agree to comply with the parent/guardian code of conduct.

I am aware that there are comprehensive policies located in reception and that it is my responsibility to familiarise myself with the policies and procedures.

I understand that I am required to keep my account up to date or my enrolment may be forfeited. I am aware that I need to provide 2 weeks written notice to change my booked days and to cancel my enrolment.

I am aware that I will not receive the holiday rate as specified if my account is not up to date.

I understand that I still pay for child care even if my child is sick/absent and if my child is booked for care on public holidays.

I acknowledge that my child will not attend the centre should they be sick and that in some cases I may be required to provide a doctors medical clearance certificate.

I agree to update my personal information as these change.

I agree to raise any issues/concerns with the room leader or centre director.

I agree to provide constructive ideas, suggestions etc to making this a wonderful environment for my child.

I will, where possible, return information about my child's home life, including stories, anecdotes, interests etc to assist staff to meet my child's individual needs.

I will check my parent pocket regularly for account information, newsletters, program planning information and general notes.

Name of parent/guardian: _____

Signature: _____

Directors name or person accepting the enrolment: _____

Date: _____