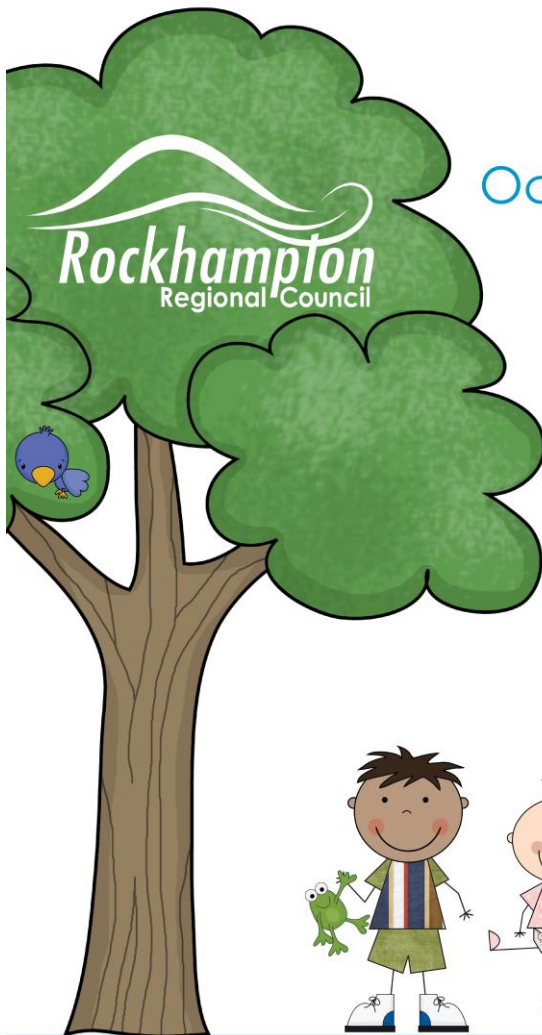


City Child Care Centre Handbook

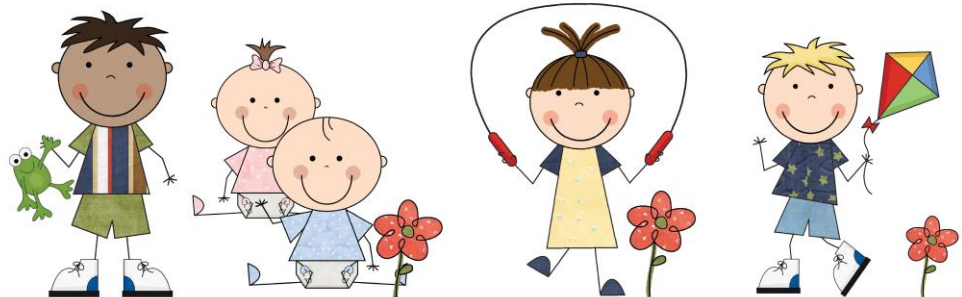
Provider Approval Number: QPA-7915



Open | Monday - Friday
Long Care | 6.45am – 5.45pm
Occasional Care | 8am - 5pm

189 Alma Street
Rockhampton QLD 4700

Ph | **4936 8255**
email | childcare@rrc.qld.gov.au



Friendly qualified staff | Early Years Learning Framework | Six weeks to school age

City Child Care Centre Philosophy

is committed to providing flexible and high quality care based on the principles outlined in the Early Years Learning Framework and underpinned by the following values:

Collaborative Partnerships

We believe in strong partnerships between families and early childhood educators, recognising families as the children's first and most influential teachers, and the benefits of working collaboratively to achieve greater learning outcomes for the children

Holistic approach

We will take a holistic approach to teaching, paying attention to children's physical, personal, social and emotional wellbeing as well as cognitive learning aspects

Inclusiveness and respect for diversity

We respect the practices and beliefs of families and provide services that recognise diversity and are inclusive of all abilities

Learning and reflection

We will reflect on our daily practices to ensure all children within the centre experience ongoing learning

Discovering and creating

We believe that play provides opportunities for children to learn as they discover, create and imagine in all environments

Respectful, secure and reciprocal relationships

We will positively interact with children in their learning to ensure they develop a strong sense of wellbeing, are respectful with all relationships and are able to interact and engage with individuals of all ages.

Environment

We will provide a safe, caring and welcoming learning environment that encourages positive development

Nurture

We believe that through a nurturing environment you gain a sense of belonging, allowing you to be who you are and develop into who you want to be.

These values are the basis of our philosophy of providing quality early childhood education and care

Rockhampton Regional Council and educators wish to extend a warm welcome to all families attending our centre. We sincerely trust that your experiences with us will be both happy and fulfilling and that your child will benefit from the programs implemented by our caring, qualified educators.

The Centre's Director and educator are available to discuss with you your child's progress or any problems you feel your child may be experiencing at the centre. Our Director is available from 8am to 5.00 pm daily but if you need to speak to her outside these hours, please ring and make an appointment.

We believe we can provide your child with a stimulating early childhood experience in a safe, secure environment that allows them to play and learn simultaneously.

This booklet provides you with our policies and general information about the service City Child Care Centre can offer you and your family. It is important that you take the time to read the information within.

GENERAL INFORMATION

The Centre operates in accordance with the Education and Care Services National Regulations and is licensed under the Education and Care Services National Law Act 2010. It is funded by the Commonwealth Government (a copy of the National Regulations and Act are available in the Office Foyer)

Opening Hours

The Centre is open from Monday – Friday.

Long day care: 6.45am to 5.45pm

Occasional care: 8.00am to 5.00pm.

Office hours: 8.00am to 5.00pm daily.

We are closed on all Public Holidays and 2 weeks over the Christmas break.

Parents are encouraged to ask for information regarding our centre if you have any queries. Written Information regarding educator qualifications, positions and rosters can be located in the foyer. If you would like to view the Education and Care Services National Regulations or National Law Act QLD, Council Policies or operational policies these can be located in the main office foyer.

The Early Childhood Information Service can be accessed by phoning 1800 637 711.

PRIVACY NOTICE Rockhampton Regional Council collects personal information you supply for the purpose of enrolling your child into our centre. Personal details will not be disclosed to any other person or agency external to Council (with the exclusion of Centre link for the purpose of obtaining your Child Care Benefit) without individual consent, unless required or authorised by law.

BOOKINGS

At our service we provide a variety of bookings for increased flexibility to meet the needs of our cliental.

1. Long daycare booking – this allows for parents who require care before 8am and after 5pm and up to 5 days/week.
2. Permanent – offered to parents who require care for a fixed number of hours on set days. Full fees will be charged if we are not notified of a cancellation, a fee of \$25 is charged for any cancelled day without 5 days written notice supplied
3. Casual – offered to parents who require care on an irregular basis, to go to appointments, attend functions etc, a fee of \$25 is charged for any cancelled day without 5 days written notice supplied

You can make a booking either in person or by phone for the week we are currently in and the following week.

FEEES

Category	Council Long Day Care Daily Fee 6.45am-5.45pm	Occasional Care ½ Day Session Fee 8.00am-12.30pm 12.30pm-5.00pm	Occasional Care Full Day Fee 8.00am-5.00pm	Late fee for every five minutes after booked time
Enrolment		\$55 per child		
Babies <small>6 weeks to 24 months</small>	\$92.00	\$60.00	\$105.00	\$15.00
Toddlers <small>15 months to 36 months</small>	\$90.00	\$57.00	\$100.00	\$15.00
Preschool <small>30 months to 12 years</small>	\$86.00	\$54.00	\$95.00	\$15.00
Cancellation Fee		\$25.00	\$25.00	

LATE FEES

Late fees will be charged if your child is collected after there booked time. These will be charged at a rate of \$15 per child for every 5 minutes your child/ren are at the centre after there booked time. These fees are payable on the next working day, and your child will not be re-admitted until the late fee has been paid in full. After 3 late fees your child's position may be cancelled. It is your responsibility to ensure you pick your child/ren up on time, if your child is still here at close of business staff will contact you.

CHILD CARE BENEFIT/CHILD CARE REBATE

Child Care Benefit (CCB) is available from Centrelink. If your family qualifies, the Commonwealth Government will pay a portion of your fees. Please contact the Centrelink Office on 13 61 50 for more information.

Please ensure before your child starts that we have Customer Reference Numbers for the Guardian and each child, without these number you will not be entitled to your reduced fees. If you are entitled to JET, we need a copy of your JET eligibility letter; this will remain on your child/rens file. If both parents are working you may be entitled to a child care rebate, this is not means tested. Contact Centrelink and if you are entitled you have the option to have it paid to you or straight to the centre, this will decrease your fee's weekly if you pay to the service.

ENROLMENT DETAILS & SIGN IN/OUT PROCEDURES

You will be required to complete a new enrolment form each year (please inform us promptly of any changes to these details). It is imperative our records be kept up to date. All changes to personal details are to be done in writing.

We will need a contact number for either yourself, or if you cannot be contacted, another responsible person, in case of emergency.

On each visit, you will be required to fill in a "Sign In/Out sheet which is located in each room on the lockers. These are a legal document and must be completed daily.

Under NO CIRCUMSTANCES will a child be allowed to leave the centre with anyone other than the contact person/s on the enrolment form. The sign in/out person must be a responsible adult 18 years + brothers and sisters are not permitted to undertake this responsibility if they are under 18 years old.

If you are unable to collect your child and a person whom is not on the authorisation list as per the enrolment form needs to pick them up, written permission must be given. Telephone authorisation will not be accepted.

CANCELLATION OF CARE

Cancellation of care or change to permanent days requires 2 weeks written notice.

ROOM CONFIGURATIONS

The Centre is licensed for 42 children and the number in each room may vary from time to time, in accordance with regulations. Children are accepted from 6 weeks of age.

Our three rooms are:

- Nursery: 6 weeks to 24 months
- Toddlers: 15 months to 36 months
- Preschool: 30 months to 12 years.

If numbers are low children may combine rooms in accordance with correct educator to child ratios.

Child/educator ratios are maintained according to Education and Care Service National Regulations:

EDUCATORS

City Child Care Centre employs dedicated and caring educators. Our educators are all qualified and some completing studies higher than required. We encourage and support continued professional development with all our staff. Regular educator meetings are held to enable educator to develop their teamwork, share ideas and support each other.

Educators have been chosen because of their qualifications and/or background. Educator training and professional development is encouraged. Each week the educators are given two hour of non-contact time in which they program for the children.

EXCURSIONS

If an excursion is planned then your written permission will be sought. Educators will ensure the educator to child ratio is adequate and a risk assessment will be completed prior to each excursion. Parents will be invited to join in our excursion if they are able.



SUN SAFETY

The Centre recommends children wear broad-brimmed or legionnaire style hats. For added protection parents are asked to apply SPF 30+ sunscreen to children prior to bringing them to the centre. The Centre recommends shirts with sleeves. Bucket hats and shirts available for purchase from the centre if you wish.

City Occasional Child Care Centre is committed to protecting your child from over-exposure to the sun's damaging rays therefore we will remain inside from 10am to 3pm. For a copy of our Sun Safety procedure please ask the educator or see the operational procedures handbook located in the office foyer.

INFECTIOUS DISEASE

For the well being of the children and the caregivers any child entering the centre must be well enough to participate in all the day's activities. If in the opinion of the caregiver, a child is not well enough to be at the centre the Director or person they authorise will notify the parents or guardian. In order to protect your child and the other children at City Occasional Child Care Centre, we have outlined some guidelines on illnesses in accordance with "Staying Healthy" 5th Edition.

Your child should be kept at home if he/she has:

1. Temperature of over 38.0 degrees Celsius
2. Conjunctivitis - an eye infection where the eye is generally red with some associated burning and sometimes a thick yellow drainage being secreted.
3. Impetigo (school sore) shows initially as red pimple like lumps. These eventually become fluid-filled surrounded by reddened area. When the blisters break, the surface is raw and weeping. The lesions most commonly occur in moist areas of the body, such as creases in the neck, groin, arms, on the face and hands or edge of the nappy.
4. Diarrhoea watery or greenish bowel movements that look different and are much more frequent than usual.
5. Vomiting
6. Severe Colds with a fever and runny nose
7. Head Lice and eggs
8. All contagious diseases the most common are: Measles (normal and German), Chicken Pox, Mumps, Whooping Cough

Your cooperation would be greatly appreciated. A clearance letter from a Doctor may be required before children are readmitted to the Centre after suffering from a serious contagious illness. There is a current illnesses board located in the office foyer, this will display any current illnesses and have attached a fact sheet from "Staying Healthy" 5th Edition.

YOUR CHILD'S HEALTH AND SAFETY IS OUR NUMBER ONE PRIORITY AND WE TAKE IT VERY SERIOUSLY.

We will inform the local public health unit of the following conditions:

- Diarrhoea (if several children in one group are ill);
- Haemophilias influenza type B (Hib);
- Hepatitis A;
- Hepatitis B (recent illness only);
- Measles;
- Meningococcal infection;
- Parvovirus B19 (if 2 or more cases);
- Pertussis;
- Roseola (if two or more children in one group are ill);
- Scarlet fever
- Tuberculosis (TB).

First Aid Kits

These are equipped according to Education and Care National Regulations and are located in the Nursery under the kitchen sink and preschool room entrance from educator room. All contact educator hold a current First Aid Certificate.

Paracetamol

Our policy for giving paracetamol (Panadol) is as follows:

Paracetamol in the form of syrup or drops will only be given to a child:

- After an attempt has been made to notify a contact person prior to administration
- Panadol will not be given for teething unless the child has a temperature and the Panadol bottle has current a pharmacist label

No Smoking

City Child Care Centre has a NO SMOKING policy to be adhered to by all educator, parents and visitors. All buildings and grounds are a SMOKE FREE ZONE at all times.

Hygiene

All educators strictly adhere to hygiene practices at all times to prevent the transfer of infectious diseases. Our educators are aware of the following practices to follow:

- Educator use gloves while changing nappies and wiping noses and wash there hands after.
- Educators ensure all children bring regularly laundered, named hats for each child's own use.
- All children use a sheet for rest time; these will be sent home weekly for washing. It is licensing regulations that children must be on sheets whilst on the centre beds so a secure fitting sheet set is used.
- Soap dispensers and paper towel is supplied in all toilet areas and children are always supervised during these transitions.

- Floors are mopped with a disinfectant daily and toilets are also disinfected throughout the day.
- All equipment and toys are washed and disinfected as per a regular timetable.

Children and educator wash hands

- On arrival
- Before eating
- After going to the toilet
- After playing outside
- Before handling food
- After wiping a nose
- Before going home
- After cleaning up bodily fluids
- Before and after changing a nappy

Medication Procedure

Should your child require dispensing of medication, the medical form must be completed detailing medicine, quantity and time of dispensing. Only medication with a current pharmacist's label will be administered, this includes paracetamol.

PLEASE HAND ALL MEDICATION TO THE LEAD EDUCATOR OR DIRECTOR. MEDICATION MUST NOT BE LEFT IN YOUR CHILD'S BAG!!

Illness and Injuries

Children who become ill while at the Centre will be removed from the group and a parent or other contact person will be telephoned to collect the child as soon as possible.

All educators at City Occasional Child Care Centre hold current first aid certificates. If your child has a minor accident at the Centre, minor First aid will be administered by the educator. Should your child require further medical attention you will be contacted immediately. Should you or your emergency contact person be unavailable the Director has the discretionary power to seek immediate medical attention. The local Ambulance service will be called and your child transported, with the Director or Group Leader, to the Rockhampton Base Hospital. The accident/illness will be followed up by a written report by the Centre Director.

Emergency and Evacuation Procedures

Fire drills are carried out once a month, in order to prepare educator and children in the event of a fire or other emergency. Fire extinguishers are readily available and serviced. Evacuation procedures/plans are on display in each room and in the foyer in accordance with Regulations.

In the event of a severe storm or natural disaster, all children will be assembled into the safest area of the buildings.

NON-DISCRIMINATORY ACCESS

The Centre is committed to the principle of inclusion, Access, Participation and Support. All children will be treated equally regardless of unique differences. We aim to make all children and families feel welcomed and respected.

STUDENTS AND VOLUNTEERS

The Centre is committed to involvement with Child Care Courses and caters to students from both TAFE and local secondary schools. Volunteers are always welcome at the Centre and as with students they are closely supervised by educator and are expected to adhere to Centre policies at all time. These people are additional educator and are not counted as contact educator, in accordance with current regulations.

PARENT PARTICIPATION

We believe that parent input is a vital part of the program; we would like any suggestions on your child/rens interests or into any of the programming. Our programs are displayed throughout the rooms using a variety of ways, from webbing to photographs to learning stories. Please feel free to speak to any of the educators to add your input. If there are any special occasions, holidays or something exciting happening at home, please let us know so we can talk about and even incorporate them into the program. Photo and objects are a great way to show the group what your child/family has been up too.

PARENT CONCERNS

It is very important to us that the communication channels are always open. We wish to take the very best care of your children and need to know about any concerns you may have. Please feel free to discuss with lead educators or director any concerns or successes you may have with regard to your child.

If your concerns regarding either educator or children are not being adequately met, parents may contact our representative Licensee:

Ms Cheryl Haughton
P O Box 1860
Rockhampton
0749 368 062

If you have concerns that the Centre is not complying with the legislation (including reporting of harm to children) you may wish to contact the:
Department of Education, Training and Employment
P O Box 138
Rockhampton Q 4700
PH: 1800 637 711

WHAT TO BRING

All children will need the following items, regardless of the rooms they start in:

- Sheets
- A hat – we have a NO HAT, NO PLAY policy so children need a hat each day
- A family photo



Nursery

- We ask that you bring any special comforter or blanket that your child may need to sleep.
- Nappies to last the day – you may choose to bring either cloth nappies or disposable nappies, however if you choose to bring cloth, please supply a bucket with a lid in which to place the used nappies. Our educator will rinse nappies but we do not wash nappies.
- All food and drink that your child will consume for the day. It is a good idea to pack a little extra as children may eat more here than at home. Watching other people eat tends to stimulate children's appetites.
- If your child requires bottles, please ensure you have packed at least one, along with their tin of formula or milk.
- Spare clothes (2 sets, clearly named). Educator will change children when necessary.
- Bath wash for your child (clearly named)



Toddlers

- Nappies to last the day or pants/jocks. Educators are happy to follow your toilet training regime for your child when you are ready to start this process.
- All food and drink that your child will consume for the day. It is a good idea to pack a little extra as children may eat more here than at home. Watching other people eat tends to stimulate children's appetites.
- A named water bottle for your child.
- Spare clothes (2 sets). Educator will change children when necessary.
- Please apply sunscreen as you arrive at the centre



Preschool

- All food and drink that your child will consume for the day. It is a good idea to pack a little extra as children may eat more here than at home. Watching other people eat tends to stimulate children's appetites.
- Spare clothes (2 sets). Educator will change children when necessary.
- Named Water bottle
- Please apply sunscreen as you arrive at the centre

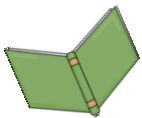


NUTRITION

Parents are encouraged to provide adequate, nutritionally balanced food for their children from the five basic food groups. Foods based on sugar, fats/oils, and highly processed foods (lollies, soft drinks, cream biscuits/cakes, chips) are discouraged in the interests of children's good health. Nutrition Australia recommends that foods with more than 15% fat or sugar per 100g are not recommended for children. If you would like help with understanding this or to suggest some healthier options please see Kylie for more information.

Morning tea is a shared fruit platter in each room; please ensure you send at least one piece of fruit per day for each child.

A variety of foods from the 5 food groups are encouraged and plenty of drinking water is available. Meals and snacks are always per the daily routine and at regular times and self-help is promoted. Individual assistance is always given where appropriate. The educator in the room will notify you if your child particularly loves some foods and similarly if your child doesn't seem to be eating others. It is important to us that we communicate your child's eating patterns as children are frequently changing likes and dislikes.



OFFICE LIBRARY

Books, magazines and videos are available for parents to borrow, please see Kylie if there's something you would particularly like information on. Copies of Centre policies are also available here for perusal.

TREASURES FROM HOME

Please DO NOT send toys, jewellery, electronic devices or any other treasures from home to the centre with your child, as they may be at risk of being misplaced or broken. A large varied and more than adequate number of toys are provided by the Centre, the centre will not be responsible for anything lost/broken brought from home.



BIRTHDAYS AND SPECIAL OCCASIONS

On Birthdays, you are invited to bring along a birthday cake for your child and his or her group. The Centre will provide candles and matches. Please check with your Child's Group Leader to the size of his or her group for that day.

RESOURCES

We would very much appreciate it if you would save for us any old boxes, containers, material or anything else we may be able to use for craft. If you are unsure about any other items to send please ask the teachers and they will be able to help. These will aid our resource collection and be used in varied ways throughout our rooms. For hygiene reasons would you please ensure that containers are cleaned and we are unable to use toilet rolls.

SLEEP/REST TIME

Whilst your child may not sleep at home, whilst they are in care the children are actively engaged both physically and mentally throughout the whole day and will need and want some form of rest whether it be a sleep or quiet time resting on a bed. Under NO circumstances are children made to sleep but they are given the opportunity to. It is a requirement under the Child Care Regulations that all children are given time to rest or sleep on appropriate bedding. Children will be required to rest for 30 minutes after this period the children will be given the opportunity to engage in quiet activities.

We have found in the past that parents may request that their children do not sleep, whilst we respect and value that you are the primary caregiver we also acknowledge that children have the right to sleep if they need to. As stated before we do not make children sleep they only sleep if they need it, we will work with families and reduce sleep time as they transition into the preschool room to help with preparing for school. We also understand that most young children need to sleep to rejuvenate their body otherwise they are unable to participate in activities to their full potential and you may find a change in their behaviour due to lack of sleep. If you are having concerns regarding this please see your child's teacher or the centre director for more information and advice.



SAYING GOODBYE SOME HELPFUL HINTS ON SETTLING YOUR CHILD IN



Please allow some extra time so that we can work together to settle your child in. If you are in a rush your child will feel this and may become anxious. Developing a routine, will help develop security through the child being able to predict the upcoming events, e.g. put bag away, then lunch box. Things to say - 'Good bye darling, I'll be back after you've had a rest.' 'Bye, have a lovely day, I'll see you after lunch and rest / before rest time", these are simple things that may assist in helping settle your child/ren in.

If your child is upset at separation tell them you love them and will pick them up later. Children will build up a sense of predictability and security if you come back at the time you stated. If you say your going - don't come back in your child needs to know that you're leaving and that you will be back. The only way to build the child's trust is to have repeated experiences of separation and reunion, which follows a predictable pattern. Please don't sneak out or disappear, this only builds mistrust and the child will be clingier and less reluctant to let you out of sight even at home.

Remember we are here to help, let us know when you are about to say 'good bye'. Ring us if you have any concerns and feel free to talk to us at any time, our door is always open. We are looking forward to working together and building strong relationships with both your child and family.