

# Parent Handbook

## Seeds Childcare and Early Learning Centre



At Seeds C & ELC we endeavour to provide a safe environment for all our children.

Please do not bring food from home to ensure the safety of children with food allergies

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## Our Philosophy



Our aim at Seeds C & ELC is to provide a warm and caring atmosphere where children can feel secure and at home.

We believe that working in partnership with families is essential to providing the highest quality care and education for your child.

We encourage all families to participate within our Centre to ensure that family beliefs, cultural backgrounds are embraced and that they feel valued as part of our “family”!

We are committed to providing an accessible, inclusive and flexible play-based learning environment for children of diverse backgrounds.

We pride ourselves in being responsive to the needs of children, families and the community.

We believe that the development of empathy, respect, and gratitude are essential life skills.

We nurture self-esteem, by acknowledging children’s individuality and nurturing children’s confidence, curiosity, enthusiasm, resilience, and problem solving.

We encourage social responsibility and respect for the environment through promotion of sustainable practices

Reviewed/revised June 2019



### **Hours of Operation**

Early Education Care – 6.30am to 6.00pm

Before School Care – 6.30am to 9.00am

After School Care – 2.30pm to 6.00pm

Vacation Care – 6.30am to 6.00pm

The service is closed on gazetted Western Australian public holidays

### **Admission and Placement Information**

#### **Enrolment Procedure**

- Family should visit service to have a look and a chat with manager and educators about their wants and needs
- Enrolment forms are filled in online.

#### **These can be accessed either**

- Via the Website [seedswa.com.au](http://seedswa.com.au)
- Via a text message link sent to you personally by centre manager at the time of visit or contact

#### **Information required for the enrolment form includes**

- CRN for both parent and child.
- If you are unsure what these are please contact Family Assistance Office on 136150
- A copy of the child's birth certificate and current immunisation record
- Emergency contact details
- Health and special requirements, including allergies
- Email address for contact via Xplor
- Any family court order must be provided
- Bank Details must be uploaded within 7 days of commencement of child/ren. Care may be cancelled if this is not done.

#### **Orientation**

Thank you for entrusting your child into our care we understand that all families have differing needs when entering a new environment meeting new people and familiarising your self with routines etc. To assist each family during the transition to care the following will be implemented.

- Families will be shown through the centre and introduced to all staff
- They will be shown where to leave children's belongings
- The program will be explained to them as will the Xplor app
- Orientation visits will be mutually agreed upon to meet individual needs to ensure smooth transition to care for all family members

## **Payment and Fees**

*Fee structure as of 8<sup>th</sup> July 2019, please contact manager if any changes have been made since publication of the document*

### **Early Education Care (Long Day Care)**

#### **0-3 Years – Nursery & Toddler**

\$98 per Day – 1 to 4 days

\$95 per Day – Full Time

#### **3-5 Years – Kinder**

\$95 per day – 1 to 4 days

\$90 per Day – Full Time

### **OSHC**

#### **Before School Care (BSC)**

\$24 per day – 1 to 4 days

\$20 per Day – Full Time

#### **After School Care (ASC)**

\$30 per day – 1 to 4 days

\$26 per Day – Full Time

#### **Vacation Care**

\$85 per day

Late fee: \$1.00 per minute per child after 6.00pm (refer to late fee policy)

Public Holidays: Normal fee will be charged

Child Absence: Normal fee will be charged

Holidays: Holidays less than 2 weeks - normal fee will apply

Holidays more than 2 weeks – 50% of normal fee will apply.

This will ensure that there is a booking available for your child at the end of your holiday

## **Fee Payments**

Fees are paid weekly on a Thursday via Ezi-Debit. Bank details are to be uploaded online once enrolment has been completed, prior to or within in the first week of start date. Fortnightly payment can be made by request at the discretion of management.

Your account can be viewed via the Xplor App on your smart phone or on your personal computer

## **Bond**

Upon enrolment a bond payment is required. This is made up of 2 weeks of the gap fee.

E.G if your gap fee is \$37.50 per day and your child attends 3 days per week. The bond will be  $37.50 \times 3 \times 2 = \$225$ . These funds will be held in a separate account and will be returned at the when you cease care. There are times when residual fees may need to be deducted from the bond when finalising the account

## **Overdue fees**

If full payment is not made by the due date, an overdue fee of \$15.00 per week the account is overdue will apply

Outstanding fees – more than 14 days – will be considered a debt to Seeds C & ELC and will be treated accordingly. Please see management about your account so that we can work together to resolve the issues

We can

- Create a payment arrangement in which both parties will sign
- If payment arrangement is broken, especially without any communication, one or more of the following will apply
- Bookings will be suspended until debt is paid in full
- Legal action will be taken by the service to recover the funds

### **Child Care Subsidy – CCS as of 2<sup>nd</sup> July 2018**

Seeds C & ELC is an approved childcare provider and therefore you can claim CCS if eligible. CCS is paid directly to the service.

#### **How to claim CCS**

- Complete the activity test through your MyGov account
- Provide Seeds C & ELC with your CRN for both primary carer and child/ren
- Complete CWA through Xplor
- Confirm via MyGov that Seeds C & ELC is your preferred service

#### **Absences and CCS**

You are covered for 42 days of absences and/or holidays in a 12-month period in which you can claim CCS starting from 1<sup>st</sup> July each year

This may be extending in extenuating circumstances, please see management to discuss this. Families have access to each child's absent count via their MyGov account.

#### **Cessation of care or change of required days by parent or guardian**

If you need to cease care or permanently change your child's days, you MUST give 2 weeks' notice in writing either by email, written letter, or fill in the register form in the front foyer of the centre. If this notice is not given, then 2 weeks full fee will be charged

In extreme circumstances this may be waived, please see management to discuss this if required

#### **Cessation of care or change of days by management**

In extreme circumstance, it may be necessary to terminate a child's care without notice. This will only occur after all other avenues of communication and support have been exhausted and when: -

- The educators feel that the child shows an inability to settle into care away from the parent/guardian
- A child put most children at risk through inappropriate behaviour
- The parent/guardian continually fails to observe and comply with the centre hours of operation or fails to pay the required fees.

## **About the Program**

Seeds C & ELC provide a nurturing environment with programs that are developmentally appropriate and enable children to learn, grow and live creatively. We recognise the important of the parental role and our primary focus is on the individual child within the context of his/her family. Seeds C & ELC provides structured routine to meet the needs of the individual child as well as the needs of the group. We endeavour to provide as wide a selection of developmentally appropriate material and resources as possible. The children are encouraged to participate in all areas of the program.

We also provide a kindergarten program for children aged 3-6 years. This program is supervised by an Early childhood Teacher

### **Program Emphasis**

- To encourage group and individual learning sessions through play-based learning experiences
- To provide sensory stimulation for intellectual development
- To encourage cooperative learning and play through peer group and social interaction
- To provide learning opportunities through physical and outdoor activity
- To provide learning activities for creative expression

### **Promote initiative and self-confidence**

- Most games and craft supplies are stored at the child's reach enabling children to access them. This provides children with independent experiences, which develops self-reliance and ability to make choices
- Children are encouraged to tidy up a learning centre before moving on to the next learning centre. This promotes an ability for children to care about their environment and be aware of their peers' needs.

### **Adult Aspects**

- Observational skills to match children's development need with experiences
- Strategies to facilitate the unique and total growth of the individual
- Leadership skills to foster a nurturing and learning environment
- Promote partnerships with parents
- Non-discriminatory admission policy
- Written policies and procedures
- Adherence to federal & State regulations and health requirements

## **General Information**

### **Policies and Procedures**

A detailed policies and procedures manual is kept in the entrance foyer. This is available for parents and other stakeholders to view at any time. If you would like a copy of any or all the policies and procedures, please see management

### **Enrolment updates**

Parents will be asked to complete enrolment updates at the beginning of each year. This will include information such as:

- Immunisation records
- Personal detail information

### **Communication with Families**

- Daily updates with photographs, videos, care information (nappies, sleep, bottles, etc) and general centre information through Xplor
- Regular email updates. This will contain information regarding the centre I general as well as informative articles on a wide range of child related matters.
- It is encouraged that parents/guardians discuss any child related matters with the educators from their child's room as much as possible
- Regular newsletter which are sent via email and are available I hard copy form upon request

### **Excursions**

Whenever we go out on an excursion, Seeds C & ELC will have a copy of emergency contact information for all children in case of unforeseen events

Educators will carry a basic 1<sup>st</sup> aid kit with them.

Whilst we encourage parent to sign a blanket walkabout form upon enrolment. Notice will be given for planned outings for parents to be given the opportunity to join in on the excursion or request that their child not attend the excursion on that particular day

Out of centre excursion will also adhere to changes in ratios as per ACECQA recommendations

### **Sun Protection = No Hat No Play**

- We are a SunSmart centre and adhere to the recommendations from the Cancer Council of Australia – [www.sunsmart.com.au](http://www.sunsmart.com.au)
- We supply each child with Seeds C & ELC legionnaires style hat, which cover the back of the neck, as well as 50+ sunscreen.
- If your child cannot use the sunscreen provided you will need to supply your own. This will be labelled with your child's name and will not be used for any other child.

- We do allow children to have outdoor play without hats and sunscreen during low UV periods for the children to absorb the Vitamin D that the sun's rays emit. This is accordance with the sun smart policy
- As per the centre sun smart policy children are required to wear clothing that covers the shoulders – no singlets or spaghetti strap dresses or tops will be accepted. If your child does not have a sleeved shirt/top, they will be required to stay indoors
- We supply each child with a centre t-shirt that can be used for this use
- We share the responsibility of being Sun Smart and keeping your child safe from the sun's harmful rays

### **Pick and drop off times**

- Children cannot be dropped off at the centre before our opening time of 6.30am.
- Our closing time is 6.00 pm, however parents/guardians are encouraged to arrive by 5.50 pm at the latest. This allows time for the child's belongings to be collected, be signed out and then educators can lock centre by 6.00pm.
- If an emergency occurs and you are unable to collect your child before 5.50pm or you need to send someone else to collect your child/ren please ring the centre on [0413 642 466](tel:0413642466) as soon as possible.
- If you have not contacted the centre and your child/ren have not been collected the educator on duty will attempt to contact, you via telephone. If this is not successful, the authorised emergency contact listed on your file will be contacted and asked to come and collect your child/ren.
- If no one can be contacted and your child/ren have not been collected 45 minutes after the centre's normal closing time the local police station – Cannington Police – and will be asked to take responsibility of your child/ren
- A late fee will also, be charged for care provided during the time as per the late fee policy

### **Arrival and departure procedures**

Once a child arrives at Seeds C & ELC, parents are required to log their child/ren in using the Xplor App, the same procedure applies at pick up time. If you are having difficulties regarding this, please do not hesitate to ask educators for assistance. This is strictly adhered to as ECRU (licensing board) can and will fine the centre \$2,000 if any signature, including an electronic signature, is missing and families can miss out on CCS from Centrelink as the attendance cannot be verified.

**Medical Exclusion List – main Diseases/Conditions but exclusive**

	Disease/Condition	Exclusion from the Centre
1	influenza	re-admit on production of medical certificate
2	infective Hepatitis	re-admit on production of medical certificate
3	Diphtheria	re-admit on production of medical certificate
4	Poliomyelitis	re-admit on production of medical certificate
5	Cold/Fever	re-admit when child feels well, and temperature is normal
6	Gastroenteritis (Diarrhoea/vomiting)	re-admit when symptoms cease for at least 24 hours and child is well
7	conjunctivitis	Exclude until infection is treated and cleared. Usually 48 hours
8	Impetigo (School Sores)	Until lesions are dry and have been treated
9	Ring worm	Exclude for 48 hours after treatment has commenced
10	German Measles - Rubella	re-admit on production of medical certificate
11	Pertussis - Whooping Cough	re-admit on production of medical certificate
12	Measles - Morbilli	Exclude for 2 weeks and re-admit on production of medical certificate
13	Chicken Pox	Exclude until lesions have dried, at least 7 days, with a medical certificate
14	Mumps	re-admit on production of medical certificate
15	Hand Foot & Mouth	re-admit on production of medical certificate

**When a child becomes sick**

The state of Western Australia requires that children be in good health they attend an Early Learning Centre (Long Day Care). If a child becomes ill during the day, a parent or responsible adult must take him/her home within an hour of being notified or within reasonable time frame. Educators can administer paracetamol or ibuprofen at the request of a parent/guardian via telephone. Two educators must hear the instructions given by the parent/guardian. A medication form will be filled out and parent are required to sign at the time of picking up the child.

## Medical Records

Seeds C & ELC maintain up-to-date records including immunisation of all attending children. **A child whose family chooses not to immunise must sign a waiver stating that they do not hold the service responsible if their child becomes ill from a vaccine preventable disease.** We implement policy of exclusion when a vaccine preventable disease is present or suspected at the centre. The period of exclusion will depend upon to type of disease or condition and fees will continue to be paid during this time.

## Medication

If your child is prescribed medication which is required to be administered while the child is attending the centre, **you must fill out and sign a medication form.**

- Please fill this out carefully and sign – **without a signature we cannot administer the medication as requested**
- Medication must be not sent with your child. An adult must hand medication to an educator
- Medication must be in original bottle in which it was dispensed. The child's name and doctors/chemist's instruction must be clearly shown on the bottle
- It is the responsibility of the parent/guardian to collect medication each afternoon. Medication will not be given to a child to take home
- A qualified educator with note the time and dosage of any medication given on the medication form, which will have co-signed by a witnessing educator
- Medication cannot be stored in a child's bag; it must be given to an educator on duty

## Incident/Injury Reporting

- Seeds C & ELC will report all known injuries occurring at the centre to the parent/guardian as soon as possible. All educators are trained in 1<sup>st</sup> aid and will administer 1<sup>st</sup> aid as deemed appropriate.
- Please note, it is mandatory to report all head injuries, regardless as to how minor they may seem
- An injury/incident form will be filled out by the witnessing educator for serious injuries/incidents. For any minor scrapes and bumps educators will inform parents/guardians at the end of the day.
- Any serious injuries/incidents parents/guardians will be informed immediately after 1<sup>st</sup> aid has been administered
- All critical incidents will be reported to ECRU for further investigation

### **Occupational Health & Safety**

- Seeds C & ELC in concerned about the protection of the health and safety of the children and educators at the service. In the interest of Occupational Health & Safety and the wellbeing of the children the service grounds and property is a Smoke & Vape free zone.
- Equipment and play areas are checked regularly to ensure that are clean and safe for play and use by the centre's appointed OH&S officer

### **Meals**

- Seeds C & ELC provide 3 meals per day, plus a late snack
- Morning Tea
- Lunch
- Afternoon Tea
- Please ensure that you report any food allergies and/or preferences to management and that a child special diet form is completed, so that the centre has a record and all educators and food coordinator can ensure your child's safety.
- For each meal provided there is a vegetarian option.
- When the menu is created all food allergies and preferences are considered.

*N.B. We do not use any pork or pork by-products in our menu, we do however use chicken and beef products. All our meat is HALAL certified and purchased from HALAL accredited suppliers*

**Please be aware we are an Allergen friendly centre and food from home is not permitting into the service.**

**We provide for your child's nutrition throughout the day as recommended by the Australian government Guidelines.**

### **Lost and Found**

Please label everything that comes to our centre with your child's full name. There is a tub in the Toddlers Room where lost items are stored, please ask an educator for further information. In January and June, we will endeavour to match lost items with families. If no one claims them, then we will donate these items to goodwill.

### **Behaviour Management**

- Self-discipline is encouraged, and we aim to provide an environment that encourages children to move freely about and choose an experience without prejudice
- Good manners, respect and self-discipline is role-modelled for the children by educators at all times.

- We encourage children to respect each other and their environment in an atmosphere of sharing and caring. Children are encouraged to share with their peers and use their words to solve s
- Misbehaviour is redirected into positive action and children are encouraged to express themselves verbally.
- Occasionally a child may need time to collect his or her thoughts and feelings. When this happens, the educator may invite the child to choose between participating in an experience or staying close to the educator for a while. Sometimes to discuss what has happened and how we can deal with a situation better next time.

### **Unlawful Harassment**

Seeds C & ELC is committed to providing an educational environment free of unlawful harassment and discrimination. The service will not tolerate actions, comments, words or jokes based on an individual' gender, race ethnicity, age religion or any other characteristic. Any person who becomes aware of possible unlawful harassment should promptly inform management who will investigate the allegation quickly and confidentially.

### **Grievance Procedure**

Please feel free to discuss with educators any issues you may have regarding your child. This discussion will remain confidential.

The service encourages parents to discuss any child related issues with their room educators before bringing it to management.

If you feel

- your rights are not being respected;
- if you have any other complaints;
- have concerns about the service: -
- talk to your child's lead educator
- raise a grievance with the manager, assuming that there has not been a satisfactory outcome after talking with room educators
- either by telephone; email or in person
- if this still does not resolve the issue to everyone's satisfaction then an independent third party will be brought in for further discussions

### **Parental Responsibility**

Where a child attending the service is not living with both biological/legal parents and a dispute has arisen in relation to who is responsible for the child on a day to day basis the following will apply: -

Parental responsibility remains with both legal parents jointly

The child will be released to either parent, who is an authorised person to collect the child according to documents within the child's file

### The exception

- Where there is a court order from the Family Court barring a person from collecting a child enrolled and signed into the service
- Only the person stated on such court order will be able to collect said child
- Where on parent cites an Order of the Family Court giving him/herself lawful access to the child, the order needs to be produced for inspection by the Manager or supervisor in charge.
- The other legal parent will telephone for confirmation of the court order and to be informed of such.
- A child will only be released into the care of the parent with parental responsibility for the child
- Or a person that has been given explicit authorisation by the parent
- With the exception of when Family and Children's Services or the Police specifically direct otherwise under the provision of the Child Welfare Act

### **Collection of Children**

- Children must be collected prior to 6.00pm unless by prior arrangement
- No child will be release to a person or persons that are visibly intoxicated or in an unfit state to drive
- Either another parent/guardian or the emergency contact will be contacted and asked to come to pick up the child/ren
- Supervisor in charge will call a taxi or Uber driver, at the collectors' expense
- If the unfit adult becomes unruly the supervisor in charge can and will call the relevant authorities as well as another responsible adult.

### **What you need to bring for your child/ren**

#### **Nappies**

Seeds C & ELC do not supply nappies; however, we do have a small number of spare disposable nappies in the case of an emergency

It is recommended that there be a minimum of 6 nappies per day

Alternatively - you can provide a bag of nappies which educators will let you know, via SMS when the supply is getting low

#### **Baby bottles and formulae**

Seeds C & ELC do not supply formulae, as this is a personal preference item.

Seeds C & ELC does, however, supply full cream cows, lactose free milk and soymilk upon request

Whilst we thoroughly rinse bottles, we do not have the facilities to sterilise. If this is a requirement then please provide more than one bottle

## Clothing

- It is recommended that children have at least one change of clothing in their bag
- For children who are toilet training, please provide a number of changes, including shoes.
- Please, label all items with your child's full name and be sure that the clothing is appropriate for the time of year. Jackets do come off and without a name it can be difficult to find the rightful owner.
- During the day your child become wet, sandy, or splattered with paint.
- Whilst we endeavour to keep paint from your child's clothing it does seem to find its way there. We do purchase and use a washable paint, however, some colours such as red can be difficult to wash out.
- We do not want your child to be afraid to participate because he or she may become dirty, so please ensure that they are wearing clothing that can become stained or dirty.

## Water bottles

Seeds C & ELC do not supply water bottles for child

We do have water jugs with cups and/or Sippy cups for children who do have a water bottle with them

***No child will go without water***

## Hats

Seeds C & ELC supply each child a hat upon enrolment

## Children moving Rooms

- As a child approaches either 2 or 3 years of age we will begin an orientation process for that child into the next room
- There will be discussion between the lead educator and the parent/guardian about the readiness of the child for this process.
- No child will be moved up until they are emotionally and physically ready
- Parent/guardian will be asked to sign a room orientation form.
- Once the orientation process has been successful the child will move up the next age and developmentally appropriate room
- Parents/guardians will be consulted throughout the whole process
- Parents/guardians will be asked to sign a Graduating Room form to complete the move

## Educator to Child Ratio

### Within the service premises and grounds

Nursery Room	1 educator to 4 children
Toddler Room	1 educator to 5 children
Kinder Room	1 educator to 10 children
OSHC Room	1 educator to 10 children

### Outside service premise and grounds – excursions

Whilst there are no specific changes to ratios it is recommended that the ratio suit the experience at the time.

The approved provider and nominated supervisor are responsible for ensuring children are adequately supervised at all times (section 165 of the [National Law](#)).

A number of factors may be considered when determining if supervision is adequate, including:

- the number, age, and ability and individual needs of children
- the number and positioning of educators
- each child's current activity
- areas where children are playing, in particular the visibility and accessibility
- risks in the environment and of experiences provided to children
- the educators' knowledge of each child and each group of children
- the experience, knowledge and skill of each educator.

Meeting the educator-to-child ratio requirements may not always mean there is adequate supervision.

At times services may need to provide additional educators to ensure children are always adequately supervised, for example, when going on an excursion or when children are engaged in a water activity.

### Student placements

We support the childcare industry by taking on student placements from various registered and recognised training organisations throughout the year. Therefore you may see several students during term time completing their practical aspects of their studies, you may be asked to allow these students to make recordings of your child's learning as part of their training but they will always seek written permission from you before making recordings.

### Family input/participation

We have an open-door policy and welcome family feedback and shared ideas.

Remember if you have any skills/talents you feel maybe of interests to the children please let us know we would love to arrange the opportunity for you to share them i.e. cooking, singing, playing a musical instrument, dancing, reading stories to children or have artistic

talents/interest, maybe there is something you could share with us from your cultural heritage