

Athol Park Child and Family Centre



Parent Handbook

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Centrelink Reference Number: 555 002 475J



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Introduction

Welcome to the Athol Park Child and Family Centre. Thank you for choosing this Centre to care for your child, we hope your time here will be both happy and rewarding.

The Centre, licensed to cater for 75 children, commenced operation in 1976 as a community based, non-profit organisation, and is run by UnitingCare Wesley Bowden (formerly Bowden Brompton Mission). Much has changed since 1976 as we strive to improve and develop the Centre in order to provide the best quality care and education to the families using our service.

In September 2001 the Centre employed a Child Care Links worker to facilitate the development of family programs and activities in the child care context. Programs run at the Centre are available to families currently using child care as well as those in the wider community and may include: parenting workshops, information sessions, fun family events, cooking sessions, art and craft activities. Information about upcoming activities is included in regular newsletters, on posters and fliers available at the Centre. Friends and extended family members are more than welcome to attend.

We welcome your comments, suggestions and encourage your participation, at whatever level, in Centre life, as it helps us provide a service which best meets you and your child's needs.

Please take time to read this handbook thoroughly, as it provides you with a good introduction to Centre life. If you have any queries or would like more information on any item do not hesitate to raise this with the Director or children's services professionals.

UnitingCare Wesley Bowden Inc.

The work associated with UnitingCare Wesley, was started by the Methodist Church and other interested parties around the turn of the century. The formalisation of the work took place in 1909. In order to ensure greater flexibility in responding to the social and welfare needs, as well as ever increasing and new demands the Methodist Church was granted Mission status in 1948. Since UnitingCare Wesley has been responsible for providing a range of services, facilities and development support programs to a wide range of individuals, families and community groups.

Since 1976 Uniting Care Wesley Bowden has developed remarkably, from one initial Childcare Centre at Athol Park, to three.

They are as follows:

Athol Park Child & Family Centre (Long Day Care)
Cambridge Street, Athol Park.
Telephone: 8447 6333

Torrensville Child & Family Centre (Long Day Care)
80 East Street, Torrensville.
Telephone: 8352 5800

Wesley Child Care Centre (Long Day/Occasional Care)
205 Pirie Street, Adelaide.
Telephone: 8215 0126

The Aged Care programs include, a 50 bed hostel, 45 bed nursing home, a Community Care Packages program, Community Visitors Scheme and a Assistance with Housing for the Aged program.

In the Community Services area, a Care for Gamblers program, Low Income Support program, Financial Counselling Service as well as a number of parenting programs covering both general and multicultural specific groups are run.

Programs are conducted in both the metropolitan area and in country areas as far away as Port Augusta and Port Lincoln.

UnitingCare Wesley has only ever existed to serve the people in need irrespective of their class, colour or creed. UnitingCare is now a community service of the Uniting Church in Australia (S.A).

Hours of operation

The Centre is open from 6.30am until 6pm, from Monday to Friday.

Children must be collected at 5.55pm so staff may conclude their duties and leave the Centre by 6pm.

Sections

The Centre is licensed for 75 children, no more than 20 under 2 and the remainder over 2. We provide care in three sections:



- the Bear's Room caters for children from 3.9 to 6 years
- the Teddy's Room caters for children from 2 to 3.9 years
- the Tiny Teddy's Room caters for infants from 2 months to 2 years

Each section is supervised by caring and experienced staff, both qualified and unqualified. Staffing levels meet licensing requirements at all times.



Settling your child into care

All parents/caregivers are encouraged to bring their children for an orientation period prior to the commencement of care. You are invited to stay with your children during their first few days at our Centre. Normally parents/caregivers stay for progressively shorter periods of time, until the child is settled. It is important to always say good-bye to your child before you leave them. A staff member will assist you during this settling in period.

What to bring for your child

If your child is in nappies please provide the following items in a bag clearly labeled with the child's name:

- enough nappies for the day (5-6 is usually sufficient)
- if child is in cloth nappies, pins and 3-4 pair of pilchers
- 2-3 changes of clothes, including socks. Please ensure clothing is suitable for messy play.
- jacket (if cold)
- bottle - Clearly labeled and enough formula for the day if necessary
- dummy or other comforter used at home



If your child is toilet training/trained, please provide the following items in a bag clearly labeled with the child's name:

- 2-3 changes of clothes, including socks (extra if toileting).

Please ensure clothing is suitable for messy play.

- jacket (if cold)
- a nappy for sleep time, if needed
- bottle - Clearly labeled, if needed
- appropriate footwear that are non-slip and fit securely to the foot. Thongs and loose scuffs or clogs are not safe for general wear.



Toilet Training

Toilet training is a natural part of development and should be a positive learning experience. Toilet training is usually initiated at the request of the parent/guardian and is carried out with the co-operation of staff, parent/caregivers and child. Please talk to the staff about your child's progress and readiness for toilet training.

Remember: When toilet training ~ please provide lots of changes of clothes!

The Centre has clothing for use in emergencies only. Please wash and return these as soon as possible and give them to a staff member. If your child requires underwear they will be provided for you to keep (for hygiene reasons) at a cost of \$2.

Please feel free to discuss your child's individual needs with staff.

**** Please ensure all items are clearly labeled with child's name ****

A lost and found box is located in the foyer; all items not claimed within a month will be donated to the UnitingCare Wesley Bowden Inc welfare section.

We do not encourage children to bring personal items from home i.e. toys or jewelry, staff will not take responsibility for such items brought into the Centre.

Sleep Needs

Upon enrolment the child's sleep pattern will be discussed by the staff and parent/caregivers. As much as possible, we aim to maintain the child's usual sleep pattern. Babies sleep as required and toddlers usually go to bed after lunch. Children are left to sleep as long as they require, or for the period requested by the parent/caregivers. Young children's sleep patterns change as they grow older, changes to these sleep patterns will be acknowledged as they occur. Children who no longer sleep are required to rest for a short period after lunch. This encourages some "quiet time" when their bodies can catch up.

Food and Nutrition

It is the Centre's policy to provide healthy food that meets the nutritional requirements of the 'Start Right, Eat Right' program. Meals offered are low in sugar, salt, fat and support cultural differences. Whenever possible fresh ingredients are used and additives and preservatives kept to a minimum. It is very important that staff are notified of any allergies so that appropriate measures can be taken to keep children safe.



Meals provided by the Centre include morning tea, lunch, afternoon tea and late snack. The times meals are offered may vary between Centre's and sections, ask staff about meal times for your child. Simple meals of stewed fruit and steamed vegetables are provided for infants starting on solid foods. New foods are introduced at the Centre only after they have been introduced at home.

Menus are developed on a seasonal basis. Suggestions and recipes from home are always welcome. The weekly menu is displayed and records of what children have eaten are kept in each room. Please speak to the staff in the room if you wish to know more about what your child has eaten each day.



Meal times at the Centre are friendly and relaxed, with plenty of opportunities provided for children to develop and extend appropriate self-help skills. All children are encouraged to taste food but never forced to eat. Choices are provided with each meal so children can eat according to their own preferences.

Drinks are as much a part of a healthy diet and a variety are provided throughout the day. Milk is offered at varying times. Water is available at all times; a water dispenser is provided for the older children. Younger children and babies are offered drinks throughout the day. If your child requires formula, we ask that you provide this.

We discourage children from bringing individual food from home as it may cause problems with choking and supervision of allergies. Products that may contain traces of nuts, hard lollies and chewing gum can be a real danger and must be left at home.

We are a nut free Centre

Please do not bring any products containing nuts into the Centre

Fees Payable

The fee paid by each family will vary according to the percentage of Child Care Benefit the family is entitled to. An application for Child Care Benefit must be lodged before commencing care. Once you have been notified the percentage of childcare benefit you are entitled to, staff will be more than happy to work out fees.

Child Care Benefit

Child Care Benefit is provided by the Commonwealth Government to help families with the cost of childcare. The level of assistance available depends on a family's total income. It is administered by Centrelink, and paid directly to the Centre. You can contact the Family Assistance Office on 13 6150. If you are already receive a Centrelink payment, then you may be able to apply by telephone.

In order to be eligible for Child Care Benefit families must also provide information regarding the immunisation status of children requiring care. Centrelink may request this information if a child's immunisation register is incomplete. Centrelink will notify the Centre if your eligibility expires, then full fees will be charged.

You must notify Centrelink of any changes in relation to your income or family situation.

Restrictions also apply to the total amount of Child Care Benefit available to families each week. A limit of 50 hours is available to working/studying families and a 24 hour limit applies to those using child care for respite. Some exemptions to these limits do exist, please talk to Centrelink staff about this.

These hour limits apply to the total session time booked **not** the total amount of time spent in care. For example; A child who is booked in for *a day* will be using 11.5 hours of Child Care Assistance (6.30am - 6pm = 11.5 hours) even though they may only have attended for 8 hours (9am - 5pm). If unsure how these limits will affect you, please see the Director.

There is also a limit to the number of absences that may be taken for which Child Care Benefit will be paid :

- A limit of thirty (30) days applies to general absences;
- There is no limit to sickness **as long as a medical certificate is supplied.**
- Absences due to a parent's Rostered Day Off and shift changes will also be covered provided suitable documentation from the employer is available.

If a child exceeds 30 general absences in a year, full fee, without Child Care Benefit, will be charged for all subsequent general absences.

Attendance Records

FACSIA conducts regular audits of Centres to ensure Child Care Benefit claims are genuine. We need to provide proof of bookings therefore we must maintain accurate attendance records. Parents are required to sign each child in and out at the beginning and end of each day they attend. The attendance records are located in a designated area in each section. These records inform our administration officer of your weekly attendance and also serve as our Fire Register.

For this reason, it is very important to have all the attending children's names on the register. If a parent/guardian forgets to sign the Centre will complete the time and provide reminders for a signature.



Permanent Bookings

When booking childcare all families are assigned a priority rating according to need.

Priority One – a child at risk of serious abuse or neglect.

Priority Two - 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 Three – 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
- Children of single parents.

This is to ensure care is available to those who most need it. Families with a lesser rating may be asked to change a booking if space is required for a family with a higher priority rating, this would only occur if the Centre was fully booked for that particular session. If you are unsure as to your priority rating, please see the Director.

Permanent bookings have priority over casual bookings except in emergencies when the casual booking is of a higher priority rating to the permanent booking.

Absences

Fees are payable for all permanent bookings including days absent due to sickness or holidays.

Please notify the Centre two weeks in advance if your child/ren will be absent for any length of time. Your normal fee applies to the following:

- Public holidays.
- Sickness
- Holidays

The Centre may close at the end of every year for a short time. This closure is dependent entirely on parent/guardian needs. A questionnaire is sent out every year to assess parent/guardian requirements. If warranted one of the Uniting Care Wesley Bowden Centres may remain open to provide care for those parents who may need it. There is no charge for Christmas closure.

Changes to Enrolment

When circumstances change, please contact the Centre to discuss changes to the following or fill out a 'notification of changes' form:-

- child's hours or child's days of attendance
- holidays
- change of address or phone number
- change of your or your child's name

- change of emergency contact numbers in case of emergency or illness
- persons authorised to collect your child
- place of employment
- custody arrangements
- notice of cancellation of care

It is advisable to provide as much notice as possible for the change of booking so your needs may be accommodated. Any cancellation of any part of a booking requires 2 weeks notice or payment in lieu of notice.



Casual Bookings

Casual bookings provide families with increased flexibility of care as childcare is used, and paid for, only as required. Unfortunately casual bookings are only available when there is space at the Centre. Therefore it is prudent to book casual care in advance. If this is not possible casual bookings may often be made by ringing the Centre on the day, staff may need to check current numbers prior to accepting such bookings. It is not advisable to turn up at the Centre without a prior booking.

Regular casual bookings are limited to 5 consecutive weeks, after which time the booking will be considered to be permanent; all the obligations of a permanent booking will apply and two weeks notice of cancellation will be required.

Once booked, a casual session will be charged. Casual bookings must be paid for on the day.

Notification of Children's Attendance

On a daily basis, it is important that parent's inform staff if their child/ren will not be attending that day. This allows the Centre to accommodate emergency or casual care for other children.

Also, if you require an extra day, please inquire with the staff at any time to see if there are any vacancies.

Payment of Fees

All accounts are charged one week in arrears. We ask that accounts be kept up to date and paid within seven (7) days. If you are unable to pay within seven (7) days please see the Director and negotiate alternative arrangements, **failure to do so may result in care being cancelled.**

Accounts will be placed in parent pockets each week. Payments may be made, using cheque (made out to Uniting Care Wesley Bowden Inc.), cash, EFTPOS, credit card or direct debit. If you are unable to pay a staff member in person, money should be placed in an envelope and clearly labelled with the account name, the amount to be paid and the amount enclosed. If possible please include the correct amount as change will not be issued immediately. The sealed envelope is then to be placed in the fee box. Receipts and change will be issued by the Director or Administration Officer as soon as practical.



Please Note-No responsibility will be taken for money left in children's bags.

Collection of children

Security of children is a matter of great importance to all of us. Each enrolled child entering the Centre must be brought to a staff member. Children may only be collected from the Centre by an authorised adult written on the enrolment form. If staff have not previously met a person collecting a child they will ask for some form of identification before releasing the child. The person collecting your child must be 18 years of age or over. If someone different is going to collect your child it is essential to notify staff of this change in writing and provide details of the person which may be verified easily by staff. In an emergency, a phone call informing the Director or Team Leader of your authorisation for another adult to pick up your child/ren will suffice. Please ensure that you clearly understand the procedure and follow them carefully when you are delivering or collecting your child/ren, or if you arrange for someone else to do so.

Late Collection of children

It is very important that all children be collected by 5:55pm on any given day. This enables the smooth running of the Centre and ensures that correct number of staff can be allocated and Licensing Requirements maintained.

For any children remaining at the Centre after 6.00pm there will be a **late fee** charge of \$15.00 for the first 15 minutes and \$2.00 per minutes thereafter. If you are unable to collect your child/ren by 6.00pm, due to an emergency, please ring the Centre as soon as possible so appropriate arrangements can be made for the care of your child.

In the case of an unexplained lateness, staff at the Centre will attempt to contact your nominated emergency contacts and arrange for someone else to collect your child.

If, 30 minutes after the Centre closure time, staff are unable to contact anyone on your emergency contact list, staff will contact Crisis Care.

Accreditation Standards

Our Centre is 'Accredited' through the National Childcare Accreditation Council and constantly evaluates our practice against the Quality Improvement and Accreditation System. We welcome your feedback and assistance in providing quality care. The amount of time you are able to invest is totally up to you, but no matter how small, your time is always appreciated. Please help us to achieve our goal of "high quality care" by giving us feedback and filling in the questionnaires that you will occasionally find in your pockets.



The Centre's Programs

All programs are developed to reflect the Centre's Philosophy and provide the best quality care and education to all children. Long term programs are developed by management, staff and parents to meet the changing needs of the Centre

The Children's Services Professionals are responsible for developing programs for the children. To do this staff receive 2 hours non-contact time per week, and our Children's Services Assistants receive 2 hours per fortnight. Staff use

developmental records and observations to determine each child's strengths and needs. These programs are based on careful observation and designed to meet the ever changing developmental needs of each child. The daily program is always on display in each section and staff encourage comments and feedback. If you would like more information on how the program is developed or how your child's needs are to be met, please speak with the Children's Services Professional in your child's section.

Developmental records are available to parents on request. Staff regularly invite family members to individual interviews where they may discuss the Centre, their child or other issues of concern. Additional interviews will be arranged at your request.

Transition from One Room to the Next

In the weeks before your child is due to move up to a new room the staff will ensure that your child has short visits to the new room so that they become familiar with the new staff, routines and their new friends. These visits will become progressively longer until the child is settled in the new room. If you have any questions or concerns about this transition process please feel free to discuss them with the staff. A meeting time can be arranged for you to meet the staff in your child's new room should you request it.

Special Needs

Our Child Care Centre welcomes all children, irrespective of their needs. When required we will call on support agencies to provide specialized information, to enable us to accommodate and better understand the needs of all children and their families.

Excursions

Excursions and small outings are an important part of our Centre program. Regular local walking excursions provide us with an opportunity to promote children's development; especially language, large muscles and social concepts. Parents are encouraged to sign a general consent form when enrolling their child/ren at our Centre. This covers daily walks around our neighbourhood.

Other excursions are organised from time to time to compliment the program and extend children's interests and skills, for example: Adelaide Zoo, museums, botanical gardens and children's shows. Parents will always be informed prior to these excursions and a signed consent form must be returned to the Centre before the child can participate in that particular excursion.



Any costs for the excursion are to be paid in advance and are separate from normal child care fees.

Behaviour Guidance

Our Centre's behaviour guidance policy is based on the belief that children should respect themselves, each other and the environment. Staff take a positive approach to all behaviour guidance. Limits and expectations are based on sound knowledge of child development and are appropriate to each child's individual needs. Great care is taken to ensure the Centre is a safe place for all. Children are encouraged to deal with conflict openly, to assert their needs and listen to the needs of others. Staff model appropriate interactions at all times.

Centre programs are developed to foster independence and children are encouraged

to be responsible for their own actions and environment. Children are guided as to acceptable behaviour. In cases of inappropriate behaviour, it is the behaviour that is rejected, **Never** the child.

Illness and Infection

Unfortunately, no matter how careful we are, children will, from time to time, become ill. The challenge for us is to ensure infections are contained and sick children are cared for appropriately. The Centre has developed a series of policies to ensure that we are able to protect all children, they are located in the Policy Folder in the foyer. Please take the time to read them.

Sick children will be excluded from the Centre until they are no longer infectious or deemed well enough to return. The reason for this is two-fold:

- We must minimise the risk of infection for all children
- We do not have the facilities to adequately care for children who are unwell.

Should a child become unwell while at the Centre you, or a nominated contact person, will be informed as soon as possible.

Children considered by staff in need of urgent medical attention will be taken to the nearest hospital by ambulance and the parent/caregiver contacted immediately. If parents are not contactable, then the persons authorised to collect the child as per the enrolment form will be contacted.

Note: A child with a temperature of 38 degrees or higher is deemed to be sick. Children may return to the Centre 24 hours after vomiting and diarrhoea have ceased, and 24 hours after the commencement of antibiotics (depending on the infection).

Please observe the following exclusion periods for illness as listed in the following table, which is taken from the “Staying Healthy in Child Care” Handbook. If unsure whether your child is well enough, please consult with your Doctor. In the case of many contagious illnesses, Parents/Caregivers must contact the Centre to discuss the date of return. A medical certificate of clearance must be presented to the Director or relevant Team Leader upon return. (Refer to the Infectious diseases policy in Policy folder).

ILLNESS/CONDITION	INCUBATION PERIOD	EXCLUSION PERIOD
Bronchiolitis	2 days	Until child feels well, medical clearance required
Bronchitis	1-3 days	Until child feels well, medical clearance required
Campylobacter	1-10 days	24 hours after diarrhoea has ceased, medical clearance required
Chickenpox	10-21 days	Until all blisters have crusted, medical clearance required
Cold sores	2-12 days	Exclude while lesion is weeping
Common Cold	1-3 days	Do not exclude except when with fever
Conjunctivitis	24 – 72 hours	Exclude while there is discharge from the eyes
Croup	2-4 days	Until child feels well, medical clearance required
Diarrhoea and	1-15 days	24 hours after diarrhoea and vomiting

vomiting		have ceased required
Ear Infection	A few days	Until child feels well, at least 24 hours after the commencement of antibiotics and fever has gone
Fever		Exclude until temperature has been normal for 24 hours
Giardiasis	5-15 days	24 hours after diarrhoea has ceased, medical clearance required
Glandular fever		Do not exclude
Hand, foot and mouth	3-5 days	Exclude until all blisters have dried
Headlice	7-10 days	Exclude until effective treatment has been given
Hepatitis A	15-50 days	Exclude until medical clearance received
Hepatitis B & C	2-6 months	Do not exclude
Hib	2-4 days	Contact health authorities immediately. Exclude until medical clearance received
Influenza	1-3 days	Until child feels well, medical clearance required
Measles	8-14 days	Exclude for at least 4 days after the onset of rash, medical clearance required
Meningitis	1-7 days	Contact health authorities immediately. Exclude until medical clearance received
Meningococcal infection	3-4 days	Contact health authorities immediately. Exclude until medical clearance received
Mumps	12-25 days	Exclude for 9 days after the onset of swelling. Medical clearance required.
Ringworm	varies	Exclude until appropriate treatment has commenced, medical clearance required
Rubella	14-21 days	Exclude for at least 4 days after the onset of rash, medical clearance required
School sores (Impetigo)	1-3 days	Exclude until treatment has commenced. Cover exposed sores, medical clearance required.
Slapped cheek, parvovirus B19	4-20 days	Do not exclude
Sore Throat and Streptococcal	1-3 days	Until child feels well, at least 24 hours after the commencement of antibiotics and medical clearance required
Whooping Cough	7-10 days and not more than 21 days	Exclude all family members until 5 days after commencing appropriate antibiotic treatment. Medical clearance required.
Worms: Pinworm, roundworm	Up to a month	Do not exclude



Administration of Medication

If your child requires medication while at the Centre, staff will ensure it is administered provided Centre policy and procedure is adhered to. Staff are bound by considerable legal obligations when they accept the responsibility to administer medication to someone else's child. The following procedures are observed to protect children and staff.

- The Centre will provide the parent with a medication plan, which must be completed by a medical practitioner, before staff can administer any medication.
- All medication, both prescribed and non-prescribed will only be administered if accompanied by a medication plan. This includes barrier creams (e.g. nappy cream).
- Upon arrival at the Centre all medication must be handed to the children's services professional on duty who will put it away safely.
- All medication, both prescription and non-prescription, must have chemists label with the child's name.
- The required dosage and name of the medication must be clearly visible on the container.
- The medicine must be in its ready form (staff are not to mix medicines into other solutions).
- The date must be clearly visible (recent medicine and not expired).
- Staff will record when and how much was administered and by whom.

Where the appropriate procedure has not been followed medication will not be administered.

Accidents and Emergencies

While the safety of all children is our utmost priority and children are never left alone or unsupervised, accidents can still happen.

It is a compulsory requirement of licensing that all Children's Services Professionals be trained in First Aid procedures. All staff at the Centres are encouraged to complete a First Aid Course, which is part of our in-service program. All staff who have completed this course will continue to attend updates as required. Whilst all precautions are taken at the Centre to ensure the safety of the children, if any accident should occur, the children's services professionals will carry out necessary first aid immediately, whilst parent/caregivers are being informed (if deemed necessary). An Accident Form will be completed by staff and is to be signed by the parent/caregiver when they attend to collect their child.

Children considered by staff in need of urgent medical attention will be taken to the nearest hospital by ambulance and the parent/caregiver contacted immediately. If parents are not contactable then the persons authorised as emergency contacts, as per the enrolment form will be contacted.

The Centre will not be liable for any medical fees but the children are covered by the Centre's ambulance subscription.

Sun Protection



Every child is required to wear a hat and sunscreen when outside.

We request that parents apply the first application of sunscreen at home in the morning, the staff will re-apply throughout the day. If your child has allergies to specific sunscreen we ask that you supply a suitable cream for the sole use of your child.

Special Occasions

At our Centre we acknowledge our multi-cultural community and celebrate many festivals (e.g. Chinese New Year, Full Moon Festival) with the children throughout the year. Family involvement is vital, and we encourage family members to become involved in our celebrations.



Each child's birthday is celebrated. Parents/caregivers are required to give 2 weeks notice for a cake to be specially made, to add to the celebration at child care. The Centre cook will prepare a cake to be included at afternoon tea time. Unfortunately food may not be brought into the Centre.

For more information on special occasions, and to find out how you may be involved, please speak to staff working with your child.

Donations

Donations of materials which contribute to the children's art activities are most welcome. Paper boxes, tubes string, wood etc. are all acceptable. Old cards and magazines with suitable pictures for children to cut are also welcome. (Please note: Toilet rolls and egg cartons are not accepted).

Old clothes, handbags, shoes, dolls clothes, plastic tea sets, pots and pans, or any other item that may be used in the home corner or for dress ups are also accepted. Kindly check that all items are clean and safe for the children to use.

No Smoking & No Alcohol Policy

Please note, the Centre and grounds are smoke free zones and smokers are expected to be responsible in this matter and dispose of cigarette butts before entry onto the grounds. The Centre and grounds are alcohol free zones at all times.

Safety in Cars

Our Centre has plenty of parking available to the parents.

Please use the correct vehicle child restraints at all times.

Please lock your car and do not leave handbags, purses or valuable objects visible when collecting your child/ren. When necessary pushers and car seats may be left in the Centre. Please leave these items in an appropriate place.

How to Stay Informed

Staff use a variety of methods to pass on information to families. On enrolment each family is allocated a "pigeon hole" in the foyer, it is recommended to check it regularly. Pigeon holes are used for the distribution of newsletters (which are published regularly), notes, accounts and other information that comes into the Centre. Pamphlets on Centrelink and parent information brochures on other organisations can be found in the foyer.

Staff also keep records of what each child has done during the day, in particular information on feeding, sleep and nappy changes (if appropriate).



How to Have Your Say...

At this Centre we recognise the wealth of knowledge that is held by families at the Centre and are keen to encourage open communication and sharing relationships. We welcome comments, criticism, suggestions and ideas that will improve the quality of care at the Centre and help us better care for your child. Your ideas can be expressed in a variety of ways:

- written comments in the Parent Communication Book located in the room;
- written comments placed in the suggestion/feedback box in the Foyer;
- by speaking directly to the staff (remember you can phone during the day);
- at a Parent-Staff interview;
- filling out surveys;
- policy reviews

Want More Information??

WHO DO YOU SEE???

Parents/guardians.....experiencing problems???.have issues that need to be discussed????.....want more information about your child/ren, their care or the Centre??? Please approach the Director or the staff for further information.

A copy of all Centre Policies is available in the policy folder in the foyer for your reference. If you would like a copy to keep at home staff are able to provide you with a full copy upon request. For more lengthy queries we are happy to make appointments so you are guaranteed time with the appropriate staff member.