

Precious Gems Childcare trading as "Kids Haven Childcare" - Parent Handbook

Where Learning is Inclusive

Welcome

Precious Gems Childcare Pty Ltd is much more than just a childcare centre. We are an extended family where your child will be valued, respected and nurtured. From the minute you visit the well-resourced centre you will be welcomed and feel a sense of confidence.

We welcome parents and relatives to participate in our emergent curriculum and value a close relationship between the centre and home.

After reading through the parent handbook please ensure that you sign the parent declaration which is located on the last page of the handbook. It is to be returned along with the enrolment form and all other documentation needed to process the enrolment.

OUR MISSION

Precious Gems Childcare aims to provide a safe and inclusive learning environment that acknowledges and appreciates the diverse cultural backgrounds of the children in its care. It aims to recognise the individuality of each child through a flexible and child-centered curriculum. Precious Gems Childcare aims to cater for the emotional and social well-being of all children to cultivate confident and caring individuals with a strong sense of identity.

OUR PHILOSOPHY

Precious Gems Childcare aims to provide children with opportunities and experiences that allow them to learn in a positively supported environment, develop a strong sense of wellbeing, belonging and security and engage actively in learning with others.

Our focus is to ensure that by implementing the outcomes of the Victorian Early Years Learning and Development Framework, we will design experiences and learning opportunities that allow all young children at the centre to achieve, build on their achievements and further extend their learning.

Precious Gems Childcare aims to nurture lifelong learners by providing a range of active learning experiences that tap into student interests, capacities, areas of engagement and learning behaviors. We believe this will motivate children to approach new learning tasks and take part in new challenges in the centre, at home and in the wider community.

At Precious Gems Childcare, we believe in creating opportunities that allow our educators to support children in managing their emotions productively and in developing a range of social skills and dispositions. From tiny tots to preschool, they learn acceptance and understanding of all people and beliefs, guiding them to become members of a global community and encouraging positive friendships with one another.

We appreciate that parents know their children best, and **Precious Gems Childcare** looks forward to supporting healthy open partnerships between the centre and home where parent contribution is welcomed and heard.

Our belief is that we must work together to assist the development of our children because *They are truly the most Treasured.*

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At Precious Gems Childcare we will strive to:

- encourage children to develop a passion and respect for life, learning, our community and the environment;
- encourage children to appreciate aesthetic beauty itself;
- provide positive behavior guidance in order to promote self-esteem;
- provide families with information regarding their child's progress and development;
- Provide families with a warm and comforting environment for their children.
- recognise and acknowledge the beliefs and cultural practices of all children and families existing in our pluralist society, and to encourage children to not only accept, but also to embrace diversity;
- ensure that families and children are made to feel welcome and to encourage active participation by families' wherever possible;
- work as a team valuing the centre's philosophy and respect each other for individual contributions each person brings to the centre;
- encourage staff to strive for excellence in their professional life
- support fellow staff and encourage each other to participate in further personal and professional development

Emergent curriculum

Precious Gems Childcare Pty Ltd offers a renewed approach to education that targets the needs and development of each child in care through the Early Years Learning Framework.

Through our emergent curriculum we prepare children for life and nurture the children at all ages to live happily together as members of a diverse community. From babies to preschool, they learn acceptance and understanding of all people and beliefs. Our yearly calendar features multicultural and multi-faith elements and events that encourage positive friendships with one and other.

Precious Gems Childcare Pty Ltd recognises its responsibility to care for children in their foundation years. Our emergent curriculum responds to the individual needs of all children. The emergent curriculum at Precious Gems Childcare Pty Ltd is based on the Early Years Framework. It identifies five Early Years Learning and Development Outcomes for all children:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

The emergent curriculum is to provide an age/stage-appropriate program that considers the needs and interests of individuals and groups to ensure a well-balanced emergent curriculum:

- Intra-relations/Inter-relations, Virtues, Reflection, Multicultural and Emotional, Social
- Gross Motor, Fine Motor, Space
- A balance of daily activities, Indoor and outdoor experiences, creative play and transformation, Natural Play.
- Cognitive Development: Thinking and problem solving, math and measurement, Sensory, Science
- Language Development

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- Language of virtues, Storytelling, Poetry/rhyme, Verbal/non-verbal, Musical/rhythm, Movement

Emergent curriculum

Children enjoy innovative educational programs in age based groups that are joyful and exciting. A healthy mix of intellectual, language, fine and gross motor skill development is offered through:

- Art and craft
- Singing and dancing
- Reading
- Rest
- Indoor and outdoor play

Childcare just like home

The family owned and operated Precious Gems Childcare Pty Ltd offers all the love, care and attention of home. Children are welcome for long day care from 6 weeks to school age 52 weeks of the year (excluding public holidays)

We provide:

- 4 healthy meals daily including breakfast, morning tea, lunch and afternoon tea
- High-quality nappies and wipes for your precious child
- 3 And 4 year old funded Kinder Program
- Individual bedding for your children to use during sleep and rest time
- Individual raised beds

Funded Kindergarten Program

At Precious Gems Childcare Pty Ltd, the kindergarten year is a rich and stimulating experience. We provide a range of important opportunities that not only prepare your child for school but prepare your child for life. Our Emergent curriculum is based on the Victorian Early Years Framework.

Kids Haven is a Kinder Tick-approved centre for a funded kindergarten program. From 2023, Free Kinder program will be available for all Victorian three and four years old. However, this does not mean that the centre daily fees is funded by the kindergarten program. The funding only covers the kindergarten program.

Families with children born between January and April can choose which year to start Three-Year-Old kindergarten. These children can start in the same year they turn three, or in the year they turn four years of age.

Precious Gems Childcare Pty Ltd offers a funded kindergarten program for 3 and 4-year-old children with a qualified Kindergarten Teacher. Our emergent curriculum is a play-based approach that emphasises learning through socialisation, exploration, investigation and opportunities to practice problem-solving and thinking skills.

In the kindergarten program, we will extend the above concepts but also concentrate on the importance for children to develop life skills in preparation for entering primary school. This is the time when staff and parents need to give the child additional opportunities to practice independence and self-help skills.

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Free Kinder means more Victorian children can have the best start in life, no matter where they live:

- For three-year-olds, this means from 5 and up to 15 hours per week of a kindergarten program
- For four-year-olds, this means 15 hours per week (600 hours a year)

The Free Kinder subsidy will cover the kindergarten program portion of your out-of-pocket expenses. Kids Haven will pass on the amount in pro-rated each fortnightly portion of your daily fees until the full amount of subsidy has been utilised.

Partnering with families

We welcome parents and relatives to participate in our emergent curriculum and value a close relationship between the centre and parents. We encourage you to share your talents with us by participating in whatever way you feel most comfortable - prepare for activities, read a story, share aspects of your culture or assist on an excursion.

The welfare of your child is paramount. You know your child best and **Precious Gems Childcare Pty Ltd** looks forward to supporting healthy open partnerships between the centre and home where your contribution is welcomed and heard. Parents are supported to reinforce the Virtues program with special information nights that will provide you with insights into the key strategies of this program.

Families are also supported to help create a sense of belonging and unity by active participation in the life of the centre. Staff will provide parents with daily verbal or written feedback regarding daily events and routines through a daily reflection journal.

Approved learning framework: A document that outlines practices that educators and coordinators must use to support and promote children's learning. The *Early Years Learning Framework (Belonging, Being & Becoming)* and the *Victorian Early Years Learning and Development Framework* are approved learning frameworks for use in Victoria (refer to *Sources*).

Structure of the Centre

Approved Provider

Precious Gems Childcare Pty Ltd trading as Kids Haven Childcare is a family operated center owned by Rima Kanj. The Centre will be licensed by the DEPARTMENT OF HUMAN SERVICES and the licensee will be Rima Kanj. The Centre will be licensed as a Long Day Care Centre for a maximum number of **102** licensed to operate six rooms, grouped ranging in ages **6 weeks to 6yrs (school age)**. The License is located on the wall in the foyer for your perusal.

The Director is available 5 days a week at the Centre for parent enquiries, concerns or discussions about anything to do with Precious Gems Childcare Pty Ltd. You are welcome to make an appointment to discuss all matters relating to the centre. In the absence of the director, the assistant director will be able to assist with queries.

Hours of operation

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Precious Gems Childcare Pty Ltd is open Monday to Friday between the hours of 7.00am to 6.00pm. The center is closed on public holidays and is closed during the Christmas/ New Year break and public holidays.

Rooms

Precious Gems Childcare Pty Ltd has 6 rooms.

Cherry Blossom Room (6 weeks- 1 year Babies)

Lavender room (1 years-2 years)

Rainforest Room (2 years- 3 years)

Lily room (3 years to 4 years)

Ocean Room (3 years- 4 years)

Sunflower Room (4-5 years) Preschool/Kinder children

Enrolment

Prior to your child attending *Precious Gems Childcare Pty Ltd*, you will be given a folder with the necessary paperwork required by the Centre. On enrolment you are required to complete and sign the Enrolment Form and Enrolment Agreement. These provide us with vital information about your child so that we can provide the highest quality care for them while attending the Centre. Please ensure these are completed accurately and that the director is notified of any changes which may occur, such as changes of address or phone numbers as soon as possible. It is most important that these forms are returned to the Centre prior to your child's first day of attendance.

If there is a court order in place then the center needs to be given a copy of this on enrolment, to be kept on file. It is most important that the director be notified of the circumstances relating to this order and be kept up to date of any changes to these details. Should any child or staff member be put in a potentially dangerous situation at any time at all, Police will be notified immediately.

Staffing

At **Precious Gems Childcare Pty Ltd** we have selected the most caring staff we can find so the children will be treated with respect, love, kindness and understanding. Building **unity and teamwork** amongst staff through in-service programs ensures a happy, joyful, stress-free environment where staff looks forward to coming to work each day and children look forward to coming to their Precious Gems Childcare Pty Ltd.

The Centre is staffed in accordance with the Children's Services Regulations to the levels of staff Qualifications required in each group. Staff are assisted to undertake various in-service training courses as often as possible, and are encouraged to further their qualifications.

CHILD CARE SUBSIDY (CCS)

Child Care Subsidy (CCS) is an Australian Government payment made by the Federal Government to families to assist with the costs of child care. Australian residents using child care provided by

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approved child care services may receive CCS. Precious Gems Childcare Pty Ltd is in the process for approval/registered care provider.

To make a claim for CCS you must complete a "Claim for Child Care Subsidy" form and lodge your claim form with Centrelink/My Gov. Parents must also submit a activity test through the MyGov portal. Your CCS will be paid from the date of lodgment with Centrelink. If for any reason you are not eligible for CCS payments, you will be charged full fees for days that your child attends.

How is Child Care Subsidy determined?

The amount of Child Care Subsidy paid for care is determined by:

- family income—the adjusted taxable income of the individual claimant and their partner (if they have one)
- results of an activity test—this test considers the number of hours in a Child Care Subsidy fortnight that an individual engages in a recognised activity (such as paid work or a training course to improve their employment prospects) and affects the number of hours of subsidised care available to the individual
- type of eligible child care services—a different Child Care Subsidy hourly rate cap applies depending on the type of service the child attends.

There are caps on the number of hours of care families can receive subsidy for each fortnight, the hourly rate of subsidy and, in some cases, the total subsidy that can be paid in each financial year. There may also be an annual cap of the total subsidy that can be paid to an individual each financial year, determined by the individual's adjusted taxable income for the year.

Combined annual family income	Subsidy Rate
Up to \$72,466	85%
Over \$72,466 to under \$177,466	Between 85% and 50%. Percentage goes down 1% for every \$3000 of income
\$177,466 to under \$256,756	50%
\$256,756 to under \$346,756	20%
\$346,756 to \$356,756	20%
\$356,756 or more	0%

Hours of Activity (per Fortnight)	Max number of hours of subsidy (per fortnight per child)
For families earning up to \$72,466	
Fewer than 8 hours	24 hours
For families earning up to \$354,305	
8-16 hours	36 hours
More than 16 up to 48 hours	72 hours
More than 48 hours	100 hours

Complying Written Arrangements (CWA)

Upon enrolment of the child to Precious Gems Childcare Pty Ltd, parents and the provider have a clear and formal Agreement between families and Precious gems Childcare to establish child attendance and

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fee liability. This is known as Complying Written Arrangements (CWA).

Parents or guardians will be liable to pay for the session of care, established under a Complying Written Arrangement (CWA), that amongst other things, sets out the terms and fees for care. The CWA will have a start date for CCS enrolment.

CCS ELIGIBLE

For Child Care Subsidy to be paid for a session of care provided for a child, that child and their parents or carers (the individual) must meet certain eligibility requirements.

Age Requirement:

Children must:

- be aged 13 years or under,
- not attend high school (secondary school).
- Parents must complete the Centrelink claim through their MyGov portal and activity test.

No Jab No Play

To meet the Child Care Subsidy immunisation requirements, children must be immunised according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule or have an approved exemption from being immunised (see the Department of Human Services website at www.humanservices.gov.au/individuals/enablers/what-are-immunisation-requirements/35396).

There is a short immunisation grace period which provides some flexibility for families to meet the vaccination requirements where they may have missed or forgotten a scheduled vaccination.

CCS Residency Rules requirements for parents

You or your partner must be living in Australia and have 1 of the following:

- Australian citizenship
- a permanent visa
- a Special Category visa
- a certain temporary visa type, for example a Partner Provisional or Temporary Protection visa.

You may also meet the requirements if either:

- you or your partner are a student from overseas, sponsored by the Australian Government to study in Australia
- you're in hardship, or special circumstances apply.

You may no longer be eligible for CCS if:

- your child doesn't meet their immunisation requirements
- you travel outside Australia
- payments cease following the death of a child, as no further sessions of care can be provided, therefore an individual is no longer entitled to CCS or ACCS amounts (and an approved provider is no longer entitled to ACCS (child wellbeing). CCS and ACCS is not payable as an absence once a child has permanently ceased attending the service (in this situation because the child has died).
- This link is a guide to assess edibility <https://guides.dss.gov.au/family-assistance-guide/2/6/1>

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If you're no longer eligible, your CCS will stop. You can keep using child care, but you won't get CCS and you'll need to pay full fees.

RECONCILIATION

Reconciliation is also referred to as 'income review' or 'balancing payments'. For Child Care Subsidy purposes, individuals are required to meet reconciliation conditions by either:

- lodging a tax return
- submitting an advice to Centrelink and the Australian Taxation Office (ATO) that they are not required to lodge a tax return.

These obligations also apply to any partner of a claimant.

After the end of each financial year, when the individual (and their partner) settles their tax affairs (usually by submitting their tax return), the total entitlements and payments for each child will be reconciled against the individual's (and any partner's) actual adjusted taxable income for the year. After this review, any outstanding subsidy amount will be paid to the individual or they will be advised of any debt that they have incurred.

Reconciliation occurs between the individual and Centrelink. Providers are not involved in this process. However, providers should be aware that an individual's Child Care Subsidy payments may be affected if they have a debt arising from reconciliation or if reconciliation does not occur.

CHILD CARE FEES

Upon enrolment parents must pay a bond of a weekly fee which will be put back onto your account when 2 weeks notice is given to cover your last week of care.

Normal **fees are payable** each Friday for the following week. This ensures that you are at least one week in advance at all times.

Fees are made payable by direct Debit on every Friday. Direct Debit form needs to be returned with enrolment forms. For families who require 5 days care, Precious Gems Childcare have applied a discount.

Because your child occupies a **permanent booking** at the Centre, fees are payable for **all booked days including absences, public holidays and holidays** whatever the reason.

Fees Schedule

Daily Fees for June 2022 to 30th June 2023 are as follows:

Daily Fee \$125

In order to receive CCS parents **must sign** every child in and out EVERYDAY they attend the Centre.

When you take holidays, **we will reduce the "Total Fee" by 50% per week**. Please give two weeks'

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notice in writing (form available from office) and pay your fee in advance. This will ensure that you retain your booking. This is available for up to four weeks every financial year. All fees need to be up to date to receive your 50% reduction at this time.

Because your child occupies a **permanent booking** at the Centre, fees are payable for **all booked days including absences, public holidays and holidays** whatever the reason.

Alterations & terminations of service

If you wish to withdraw your child from the service within the first three months of attendance, we require **a four-week notice**. **A two-week notice** would be required after three months of attendance. Any changes or cancellations to your regularly scheduled days will result in a two-week fee. To receive CCS eligibility, your child must be physically booked on their last day; otherwise, the full fee amount will be charged.

Allowable absences

Normal fees are applicable for any booked days that your child does not attend (including non-attendance due to illness, holidays, etc.). Child Care Subsidy is applicable for up to 42 absences per financial year (including Public Holidays). Once your child has reached 42 absences you will not be eligible for CCS for any additional days absent and will incur the cost of full fees for these absent days, unless you provide approved documentation (i.e. doctor's certificate, court orders detailing custody arrangements, etc.).

On termination of care CCS will apply up to the last day of attendance. If the child is absent up to and including the last day of booked care, the family will not be eligible for CCS and full fees will apply for these absences.

CCS will not be applied to absences prior to a child's first physical day of attendance. Full fee will be charged.

Late fees

Precious Gems Childcare Pty Ltd offers your child a caring loving service in a joyful environment. In return, we expect you to honour your responsibility in paying your account. Should your account fall in arrears due to insufficient funds in your account, our bank's penalty fee will be charged to you and you will be issued with a FRIENDLY REMINDER. If the account is not brought up to date a FINAL REMINDER NOTICE will be issued. Your child's enrolment at the center may be cancelled if payment is not received immediately. The centre is registered with a debt collection agency who will recover all outstanding fees.

If you have trouble paying your account, for whatever reason, please speak to the director, and explain the situation, we may be able to assist. Please do not leave it until you are in debt.

The centre closes sharply at the prescribed time, and any extension beyond that time is very costly owing to Government Regulations on staffing requirements, which must be observed.

Accordingly, the Centre reserves the right to impose a **late fee of \$10 for the first 5 minute then \$1.00 per minute** a child remains at the Centre after closing time. If at any time we cannot reach families or emergency contacts we will notify the local authorities for collection of child/children.

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Sick/unwell children

If your child is sick and requires medication then please think carefully before bringing him/her to the Centre as they will be sent home. Also, if we require you to pick up your child due to illness, we have the right to request a doctor's certificate upon their return if the matter requires such action. Remember sickness is spread easily and quickly when large numbers of children are in close contact with each other. It is extremely difficult for staff to provide the appropriate care for children who are ill and still give attention to the rest of the group.

When children are sick they need more attention and rest, and it is impossible to give a child who is placed in a group situation this type of care, as it requires staff members to lessen their involvement with the remainder of the group. So before bringing a sick child to the Centre you should ask yourself - *'Is my child well enough to attend daycare or should they be at home?'*

If your child develops any of the following conditions please do NOT attend until symptoms disappear or your doctor states in writing that your child is no longer infectious and is able to return to the Center:

Diarrhea Vomiting Thick (yellow/green), runny nose Fever

Severe Coughing Head lice Rashes /severe itching Cold sores

FOR THE HEALTH OF ALL THE CHILDREN, WE RESPECTFULLY REQUEST THAT CHILDREN WHO ARE SICK OR UNWELL ARE NOT BROUGHT TO THE CENTRE. Parents must also provide information on any ambulance cover available for their child in the case of an emergency. *Please refer to our sick child policy as well as 'Staying Healthy in Childcare' book.

MEDICATION

Medication Folders are located in each room and a medication form needs to be completed before any medication can be administered. It is important that all medication be placed in the kitchen or in the fridge if it requires refrigeration. Remember to let a staff member know that your child requires medication. No medication is to be left in bags.

Prescribed Medication must have a pharmaceutical-dispensing label clearly marked with the child's name, date and the dosage required on it.

Non-Prescribed Medication will only be administered if it states the name of the medication, name of child, dosage and directions for administration and will still require a label from the pharmacy on it.

Procedures for infection control relating to Covid-19

The current advice from Victoria's Chief Health Officer and the Australian Health Protection Principal

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Committee (AHPPC) is that early childhood education and care services can continue to operate, with appropriate risk-mitigation measures in place (unless instructed by the Department of Health and Human Services to close).

Precious Gems Childcare will operate, with appropriate risk-mitigation strategies in place - unless otherwise instructed by the Department of Health and Human Services (DHHS).

Precious Gems Childcare will also operate having strong hygiene practices to adopt the risk-mitigation strategies advised by the Chief Health Officer and the AHPPC. Some families may choose to be at home, but they need to know that attending on-site is available and encouraged for all families (except those with health vulnerabilities).

Should Precious Gems Childcare need to close, we will report the closure to the Regulatory Authority with 24 hours of any incident. The approved provider will close or reduce the number of children attending the service for a period. PMC will need to lodge a notification through the National Quality Agenda IT System (NQA ITS) within 24 hours of closure. Services operating under the Children's Services Act 1996 (Children's Services Act):

Precious Gems Childcare will seek advice from the Department's dedicated coronavirus (COVID-19) phone advice line on 1800 338 663 to discuss your situation

**PLEASE DO NOT LEAVE MEDICATION OF ANY DESCRIPTION
IN YOUR CHILD'S BAG,**

General details

What to bring each day

Each day your child attends Precious Gems Childcare Pty Ltd, it is most important that they have a **child care bag** containing at least one change of clothes - including underwear.

If your child is toilet training please ensure you supply several changes of clothes.

Please ensure that his/her name is clearly marked on each article. Please dress your child in play clothes that can become a little dirty, and that enable uninhibited play and that can be easily managed by them. Please do not send children in good clothing. Remember to provide spare clothes according to the weather.

Please also remember to pack a Sunhat and Jacket.

What we supply

Each day, we will feed the children with three nutritional, well-balanced meals as well as healthy drinks. For the children who arrive early in the day we also provide breakfast. We also supply disposable nappies for children in need. Children will have access to water at all times.

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Food

For the benefit of children with allergies we ask that **no food is brought into the Centre**. This includes sandwiches, chips, lollies and biscuits. As we have children with allergies we need to be in control of what comes into our service. We ask families in particular that no nuts or nut products to be brought in at all.

If your child has a special diet, please speak to the director to see if we can cater to your child's needs.

If your Child has an Allergy/Anaphylaxis they will need their action plan and medication for them to attend the center. They will not be able to stay without these. Also a risk management plan will be put together by the Centre alongside the families to minimize any risks.

Toys and other treasures from home

Please discourage your children from bringing toys etc. to the Centre. As you may understand, we cannot take responsibility for these items brought from home. Perhaps if your child wishes to bring an item to show their caregiver, you can then take it home with you once they have seen it. If your child chooses to bring in an item from home, your child will be encouraged to share the toy with others.

If your child brings a toy or piece of equipment home with them that belongs to Precious Gems Childcare Pty Ltd, please return it as soon as possible as a missing piece can make the toy/game unusable.

Excursions

From time to time throughout the year we take the children on excursions. Prior to these, parents are given information on the excursion regarding the type of transport to be used and a permission form to sign and return. Parent participation is always welcome and adult to child ratios are always followed. Children not attending the excursion will be catered for at the Centre.

Arrival and departure

Children must not be left at the Centre before 7.00am, as they are not covered by insurance prior to this time. We encourage all children to be in the Centre by no later than 10.00am. This is because children need to be given enough time to settle in and be part of our daily routines and emergent curriculums. Late arrivals can disrupt the group and may be upsetting to the other children as well as your own.

It is essential that you **sign your child in and out every day** they attend the Centre. Parents will digitally Sign-in and out during times of drop-off and pickup at the centre using a ipad or tablet. These records are used in case of an emergency such as a fire etc. as well as for claiming Child Care Subsidy. If this is not followed through, you will be charged full fees.

Children **must** be brought to the Centre by a responsible adult.

It is Centre Policy that persons under the age of **18** are not permitted to bring children to the Centre

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or collect them from the Centre.

On arrival please take your child to an educator and share any relevant information, which might be important to your child's wellbeing throughout the day. If your child is upset when you leave, chances are that before long they will have settled. If you are concerned in any way, please do not hesitate to give us a call to put your mind at ease. We will call you if we feel your child is unduly upset.

Always say goodbye to your child and reassure them that you will be back later to pick them up. We will understand, not upset, if your child cries when you leave, try not to be anxious, as children are quick to sense your feelings.

Only **authorised persons** (as indicated on the enrolment form) will be allowed to collect children from the Centre. If your child is to be collected by someone other than those stated on the enrolment form then you need to notify the director, either verbally or in writing. An adult that is to pick your child up other than one known to the staff requires photo identification i.e.: license

Lockers

Each child has a locker, with his or her name, which will be in the same location from week to week. Each day of care, your child's belongings should be placed in the locker identified with his /her name.

Sun cream

At Precious Gems Childcare Pty Ltd we follow the Sun smart policy. This involves all children wearing hats for outdoor play which are supplied by the Centre, at appropriate times throughout the year. We also apply sun cream to all children before outdoor play which we also supply. If your child has special sun cream due to skin irritation you will need to supply this clearly labeled with your child's name.

Orientation procedure for new families

Welcome to Precious Gems Childcare Pty Ltd.

You will find that at Precious Gems Childcare Pty Ltd we do things a little differently. We care that much more about your child's wellbeing so we go the extra distance to ensure that your child is settled into their new life and their new environment.

Here is the procedure we adopt to settle your child at Precious Gems Childcare Pty Ltd:

- On enrolment each family will receive a current parent handbook and enrolment form.
- Parents will be asked to fill out an information form about their child for staff to become familiar with his/her habits
- The parent and child will be given a tour of the centre and meet the staff and children in his/her new room.
- The parent will be given the opportunity to ask the educators any questions.

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- The parent will then have time in the office with the director to discuss the settling process and enrolment.
- Before children start at Precious Gems Childcare Pty Ltd, parents are encouraged to have a settling process where they come and spend time at the centre with the child, to help both be at ease and familiar with the environment. This process is tailored to meet the individual needs of the family and the child. Orientation times are usually between 9am to 11am. Family members will need to stay on the premises for this period.
- The Centre Manager or Assistant Manager will introduce the family and child to other staff members in the room so that they become familiar with most staff. (continuity of main carers will stay the same to help the child settle easier)
- The centre encourages parents to begin the child slowly after a joint orientation. Perhaps leaving the child a few hours in the morning to ensure the smooth transition from home to the centre.
- Staff will indicate to families when they feel the child is settled enough to stay longer days.
- When the family feels comfortable to leave the child for the whole day, parents are welcome to call the centre throughout the day to check in on their child's daily progress. Please be mindful that it is busy throughout the day.
- Information about your child's eating, sleeping and playing habits will be recorded for the parents to access when they pick up the child.
- Staff will be in constant communication with parents about their child's day and how he/she is settling in and ways to provide continuity of care between home and the centre.
- Communication books, parent carer interviews, daily routine sheets, daily evaluations, verbal and phone communication are just some of the ways we work together with parents to keep them updated with their child's progress at the centre.

Grievances and concerns

We encourage parents to discuss their concerns with us as soon as possible. "Nipping it in the bud" is far easier than a major operation.

We suggest that you follow the below process regarding any concerns you may have:

- Speak with the Group Leader in the room concerned.
- Make an appointment to speak to the Director.
- If you still have a concern, do not hesitate to make an appointment with the Licensee, Rima Kanj.

Responsibilities

Parents are responsible for

- Ensuring details are up to date at all times on enrolment forms.
- Signing each child in and out each day of attendance.
- Notifying the Centre of your child's absence by 9am or earlier
- Reporting to the Centre illnesses or allergies your child may have.
- Completing medication forms when necessary and notifying staff of this.

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Fee Payment Policy

Objective

For parents to pay their child care fees on time.

Implementation

Upon enrolment one week's fee are payable up front. Fees need to be paid by **Friday of each week**.

Child Care Subsidy (CCS) is available to all families who are Australian Residents. Parents must contact the Family Assistance Office to register for Child Care Subsidy and to see if you are eligible.

Child Care Subsidy will be applied to families account.

Accounts are to be paid by direct deposit by our company

When you take holidays, **we will reduce the "Total Fee" by 50% per week**. Please give Two weeks' notice in writing and pay your fee in advance. This will ensure that you retain your booking. This is available for up to four weeks in every financial year. All fees need to be up to date to receive your 50% discount at this time unless other arrangements have been made personally with the director.

Each family is allowed 4 weeks of every financial year to use the holiday discount. The discount is 50% off the full fee, and is used only on your child's permanent booked days. For example, if your child attends two days per week & you wish to take holidays for 4 weeks. The holiday discount is deducted for the two days x 4 weeks that child would have attended over the weeks. So, you will not have the 4 weeks holiday discount until the next financial year. 1 week worth of the holiday fee is equal to the amount of days your child is booked in for.

Because your child occupies a permanent booking at the Centre, fees are payable for all booked days including absences, whatever the reason.

Late Fees

Precious Gems Childcare Pty Ltd Childcare will offer your child a caring loving service in a joyful environment. In return, we expect you to honor your responsibility in paying your account. Should your account fall in arrears you will be issued with a FRIENDLY REMINDER. If after a week your account has not brought up to date a FINAL REMINDER NOTICE you will be issued and your child's enrolment at the Centre will be suspended until payment is received. Precious Gems Childcare Pty Ltd is registered with a debt collection agency who will recover all outstanding fees.

If you have trouble paying your account, for whatever reason, please contact the director and explain the situation, we may be able to assist. Please do not leave it until you are in debt.
The Centre closes sharply at the prescribed time (6.15pm), and any extension beyond that time is very costly owing to Government Regulations, which must be observed.

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Confidentiality Policy

Objective

This policy is to address the issues of privacy and confidentiality of children, educators, volunteer workers and parents / guardians of children in care. It aims to protect the privacy and confidentiality by ensuring that all records and information about individual children, families, educators and management are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfill their responsibilities at the Centre or have a legal right to know.

Implementation

- Personal information will only be collected in so far as it relates to the service's activities and functions, and in line with relevant legislation. (National Privacy Principle 1.1 - Privacy Act 1998.)
- Collection of personal information will be lawful, fair, reasonable and unobtrusive. (National Privacy Principle 1.2 - Privacy Act 1998.)
- Individuals who provide personal information will be advised of: the name and contact details of the service; the fact that they are able to gain access to their information; why the information is collected; the organization to which the information may be disclosed; any law that requires the particular information to be collected; and the main consequences for not providing the required information. (National Privacy Principle 1.3 - Privacy Act 1998.)
- The use or disclosure of personal information will only be for its original collected purpose, unless the individual consents or unless it is needed to prevent a health threat, or is required or authorised under law. (National Privacy Principle 2.1 - Privacy Act 1998.)
- The service will take steps to ensure the personal information collected, used or disclosed, is accurate, complete and up to date. Parents will be required to update their enrolment details annually, or whenever they experience a change in circumstances. Computer records will be updated as soon as new information is provided. (National Privacy Principle 3 - Privacy Act 1998.)
- Personal information will be kept in a secure and confidential way, and destroyed by shredding or incineration, when no longer needed. (National Privacy Principle 4 - Privacy Act 1998.)
- Individuals will be provided with access to their personal information and may request that their information be up-dated or changed where it is not current or correct. (National Privacy Principle 6 - Privacy Act 1998.)
- Individuals wishing to access their personal information must make written application to the Co-coordinator, who will arrange an appropriate time for this to occur. The Co-coordinator will protect the security of the information by checking the identity of the applicant, and ensuring someone is with them while they access the information to ensure the information is not changed or removed without the Co-coordinator/Supervisor's knowledge.
- The Co-coordinator will deal with privacy complaints promptly and in a consistent manner, following the Centre's Grievance Procedures. Where the aggrieved person is dissatisfied after going through the grievance process, they may appeal in writing to "The Director of Complaints, Office of the Federal Privacy Commission, GPO Box 5218, Sydney NSW 1042, or phone the Commissioner's Hotline on 1300 363 992. (Privacy Act 1998). www.privacy.gov.au
- Every employee and the Operator is provided with clear written guidelines detailing:
 - what information is to be kept confidential and why

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- What confidential information they may have access to in order to fulfill their responsibilities and how this information may be accessed.
- Who has a legal right to know what information?
- Where and how the confidential information should be stored.
- Every employee and the Operator are required to sign a Confidentiality Statement.
- Every enrolling parent/guardian is provided with clear information about:
 - What personal information is kept, and why.
 - Any legal authority to collect personal information.
 - Third parties to whom the service discloses such information as a usual practice.
- Confidential conversations that educators have with parents, or the Co-coordinator has with educators will be conducted in a quiet area away from other children, parents and educators. Such conversations are to be documented and stored in a confidential folder.
- Personnel forms and employee information will be stored securely. (Workplace Relations Act 1996).
- Applicants, students or volunteers will be informed that their personal information is being kept, for what reason, for how long, and how it will be destroyed at the end of the time period.
- Applicants will be asked for their consent before their references are checked. Unsuccessful applicants will be advised of when and how their personal information will be destroyed.
- Information about educators will only be accessed by the Co-coordinator, Educators Liaison Officer/Operator and individual educator's member concerned. (Workplace Relations Act 1996.)
- All matters discussed at committee meetings will be treated as confidential. (Privacy Act 1998.)
- No member of educators may give information or evidence on matters relating to children and/or their families to anyone other than the responsible parent/guardian, unless prior written approval by the responsible parent/guardian is obtained. Exceptions may apply regarding information about children when subpoenaed to appear before a court of law. Notwithstanding these requirements, confidential information may be exchanged in the normal course of work with other educators at the Centre and may be given to the Operator, when this is reasonably needed for the proper operation of the Centre and the wellbeing of users and educators. (Children's Services Regulations 1998, and Privacy Act 1988).
- Reports, notes and observations about children must be accurate and free from biased comments and negative labeling of children.
- Educators will protect the privacy and confidentiality of other educators by not relating personal information about another educator's member to anyone either within or outside the Centre.
- Students/people on work experience/volunteers will not make educators/children or families at the Centre, an object for discussion outside of the Centre (e.g. college, school, home etc.), nor will they at any time use family names in recorded or tutorial information.
- Students/people on work experience/volunteers will only use information gained from the Centre upon receiving written approval from the Centre to use and/or divulge such information, and will never use or divulge the names of persons.

Priority of Access Policy

Objective

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By following the Australian Government Priority Access Guidelines, our aim is to provide a child care service that allocates places to those families with the greatest need for childcare support.

Implementation

Children enrolled at Precious Gems Childcare Pty Ltd will be given Priority of Access in accordance to the guidelines set by the Commonwealth Department of Family, Housing, Community Services and Indigenous Affairs (FaHCSIA)

They set out the following three levels of priority, which the centre must follow when filling vacant places:

- **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 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 income
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents

On enrolment parents will be notified of their priority and advised that if the centre has no vacancies and their child's position is a priority 3 under the Priority of Access Guideline, it may be required that their child leave or reduce their days in order for the centre to provide a place for a higher priority child.

Clothing Policy

Objective

Precious Gems Childcare Pty Ltd understands the way children are dressed for care can affect them in many ways and impact on their participation throughout the day, their safety and comfort. The type of clothing children wear can also assist or inhibit their independence at routines. Educators will respect children's individual choices and also facilitate any cultural practices within safety limits.

Implementation

Children:

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- Children should be clothed in clothes which allow them to explore and play freely and not restrict them using equipment while at play
- Clothing should also allow easy access for toileting i.e. elasticised trousers, track pants - instead of buttons, zips, belts etc.
- Children will be encouraged to use aprons for messy play and art experiences to protect clothing. For this reason it is important to not send the children in their best clothes.
- Children should be appropriately protected from the sun during outdoor play- No shoe string tops or dresses, No singlet, No clothing that leaves the child's shoulders or back exposed.
- Children's clothing should accommodate weather conditions i.e. be loose and cool in summer to prevent overheating and warm enough for cold weather - including outdoor play. At all times educators will monitor children to ensure they are appropriately dressed for all types of weather
- Children should have appropriate footwear that enables them to play comfortably and not cause safety concerns i.e. thongs, clogs or backless shoes have a trip factor and do not allow children to use equipment safely.
- Comfortable and non-restrictive clothing is important at sleep time to promote your child's comfort at this time of the day.
- The centre will maintain a collection of suitable spare clothing should it be needed
- All clothing and belongings must be clearly labelled with the child's name

Educators

- Educators are required to wear work uniform and present clean for work each day.
- Shirts must have sleeves (sun protection policy) and must be of appropriate length to cover hips and chest.
- Closed in shoes that are supportive and non-slip must be worn.
- Educators **must** set an example by wearing a sunhat (minimum 10cm brimmed hat) and sunscreen when outside **from September to April**.
- Educators must be aware of their obligations under the Occupational Health & Safety Act 2004 and conditions of employment to abide by Centre policy.

Medical Conditions Policy

Objective

Precious Gems Childcare Pty Ltd aim is to facilitate effective care and health management of children who are taking medication for health problems, prevention and management of acute episodes of illness or medical emergencies by the safe administration of medication and compliance with the regulations

Implementation

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At times, center educators are asked to take the responsibility of administering medication. The following procedures are to be followed at all times:

- Precious Gems Childcare center has its own center Panadol. The Centre Panadol will only be administered for child who has obtained a fever of 38°C or higher. Parent/guardian consent may be obtained verbally over the phone in this case. The parent/guardian must collect the child ASAP. (refer to sick child policy)
- No medication will be administered to a child unless prescribed by a medical practitioner, with the child's full name, the dosage required. If the medication is an over-the-counter drug including Homeopathic, Naturopathic, have a label stating the child's full name and dosage.
- No medication will be administered to a child unless presented at the center in the container in which it was dispensed. No jars or syringes filled with medication will be administered. Educators will not administer unlabeled medication.
- Educators will only administer medication if written permission is given on center medication forms by parent or legal guardian, as per enrolment form.
- Two educators at all times will check the medication and dosage and sign the medication Authority Form once the medication has been administered.
- If medication is not administered on time, and is more than an hour past the administration time, the parents will be contacted for further advice.
- After completing the medication cycle, the empty bottle or container is returned to the parents.

In regards to medical conditions:

- Prior to commence of a child at risk of Anaphylaxis, Asthma, Diabetes, parents/ guardians must ensure that the service has a copy of the medical management plan along with the correct prescribed medication by a medical practitioner. No Action, then they child will not be able to stay.
- Any child with anaphylaxis, Asthma, Diabetes or a diagnosis that the child is at risk of anaphylaxis must have a risk minimization plan and a communication plan to ensure that relevant staff members & volunteers are informed about the medical conditions policy and the medical management & risk minimization plan of the child.
- Educators will ensure that practices and procedures in relation to the safe handling, preparation, consumption & service of food are developed & implemented

Short Term Medication

- This applies to medications that are only prescribed for a short period of time - anti-biotic. Parents are to complete a Medication Form when requesting that medication be given. The form is to include the child's full name, plus the identification, purpose and dosage of medication and the name of the prescribing doctor. This form is to be completed every day that the medication is required for each medication.

Long Term Medication

- This applies to medications that may be prescribed for administration over a prolonged period on a regular basis, e.g. asthma preventatives. Parents are to complete a Long Term

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Medication Form when requesting that medication be given accompanied with a letter from the doctor which outlines the health condition being treated, the purpose of the medication, and instructions on its administration, side effects to monitor for, and an emergency or first aid care plan if relevant. This form must be renewed every three months or if there is any change to the medication, e.g. dosage to be given.

- All Medication form will be kept in a secure and confidential file until the child turns 24 years of age.
- All medication will be securely stored in sealed labeled medication container, should the medications require refrigeration, and it will be placed in the refrigerator in the kitchen in a childproof container.
- If there is a disagreement between family members, including between custodial and non-custodial, Department of Human Services will be contacted for advice.
- Medication will not be given if these guidelines are not followed.

Parent Declaration

I _____ have read and understood all of the information written within the parent handbook. I understand that by signing below I am agreeing to be responsible for the policies and procedures in place at Precious Gems Childcare Pty Ltd.

Parent Name; _____

Child's Name: _____

Parent Signature; _____

Date: _____