



# Parent Handbook

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*“Curiosity is the wick in  
the candle of learning”*

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# Welcome to Olsen Avenue Community Children's Centre!

Dear Parent(s) & Guardian(s)

Welcome to Olsen Avenue Community Children's Centre (OACCC) and thank you for choosing our centre to care for and educate your child.

We understand that the selection process and criteria of a child care centre can be a very difficult decision that is why the Management and Staff of OACCC endeavor to make every effort to ensure you feel comfortable with your decision. After all, choosing a childcare centre is the first step in your child's educational journey and we want to make it both enjoyable and memorable.

At OACCC we acknowledge that you know more about your child than we ever will and fundamental belief that best way to work with you and your child is by building a partnership of education and care. To achieve this we want YOU to feel:

Comfortable in the knowledge that you are always welcome in the centre.

That you and your child are recognised, acknowledge and respected by all our staff.

Our staffs are only too happy to discuss any aspect of your child's day and progress with you.

Your family input is valued in our decision making about you and your child's experience at our centre.

Once again,

**Welcome!**

## Mission Statement

Our mission is to encourage children to be curious thinkers by developing a program that brings curiosity, imagination, awe and wonder into their world!

Our motto is: “Curiosity is the wick in the candle of learning”

Our service complies with National Quality Framework (NQF) including the National Quality Standards (NQS)

Parents are asked to be as involved as they want by participating in the curriculum. The centre is a community centre with a Parent Management Committee that oversees the running of the centre in consultation with the Centre Director, Jessica Green. Family input is valued and the main source of your curriculum. It is our intent to provide ongoing support services, for each family's needs within our community. We recognise the professional performance of our staff and are committed to the acknowledgement and development of their unique skills.

## Service Fees

\$99.50 per day

On your first week at our service you will be required to pay:

1. A bond – two weeks worth of fees in advanced
2. An Association member fee \$3.00
3. An enrollment fee \$10.00

Statements will be emailed every Monday and we kindly asked that regular payments are made..

\*Statements that show a minus symbol mean that your account is in credit

## Payment method

Payments can be made via cash or through online payment.

### Bank details

Account name – Olsen Avenue Community Children’s Centre

Bank – Suncorp Bank

Account Number – 000392775

BSB – 484799

Reference Details – Child’s Name (THIS IS VERY IMPORTANT FOR US TO IDENTIFY YOUR FEES)

## Child Care Subsidy (CCS)

Child care subsidy is available to all families who are Australian Residents if their child meets immunisation requirements and parents meet eligibility requirements.

Entitlements are determined by an activity test which determines the number of hours of subsidised care to which families are entitled. The percentage of subsidy a family receives is based on their estimated combined annual income.

All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through their My Gov account. If eligible, the Subsidy will be paid directly to the service on families’ behalf and we will reduce the fees owed. This will occur after our service enters families’ enrollment information online, and families confirm their information through their MyGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

We request that you ensure that your fee payments are up to date. Your fees are the backbone of our financial support to pay the staff wages, bills and food for the children’s lunches. We appreciate prompt payment and all

accounts must be kept current. If the account is in arrears, it is important that you discuss a payment plan with Jackie.

## Attendance and Absences

Once a child is enrolled at OACCC , Payment of fees must continue during the child's absence for illness, public holidays, annual holidays ect. When a child is absent for any reason we must be notified. The service is open for fifty weeks per year: The only period during which we are closed is Public Holidays and two weeks at Christmas.

You will not be charged over the Christmas period when the centre is closed.

## Medical Conditions Management including allergies, Anaphylaxis, Asthma, Diabetes and Epilepsy

Long term medication such as that used for the treatment of Asthma or Anaphylactic or Attention Deficit Disorder (ADD) will require you to:

Provide the centre with a medication plan that will cover all incidents for medication that is needed on a continued basis (please speak to the Director)

Provide an initial letter to the centre from the child's Doctor that states the medication, dosage and current treatment plan.

Provide a letter to the Centre from the child's Doctor that informs us of an action plan to put in place in case of an Asthma attack or the medication dosages we should try with behavioural issues for a child who suffers from ADD or ADHD.

If your child has recently been diagnosed with ADD or ADHD please see our Director. If the child is to gain any benefit from the medication it is important that we work out a behavioural modification and learning program for the child together.

**MOST IMPORTANTLY NEVER** leave medication of any kind in your child's bag where any child may access it and inadvertently swallow or overdose.

## Child Protection

Children have the right to be free from harm, and to play, learn and be cared for in a safe and secure environment. Our early learning professionals are committed to the protection and physical, emotional and intellectual well being of your child.

## Child Safe Environment

We are committed to ensuring that all aspects of children's safety are protected in our early learning settings and must comply with mandatory reporting regulations. Our educators and families visiting the centre are required to be aware of all gates and doors as they enter and exit the premises, and to be conscious of children's safety when using the car park and driveway entries and exits.

## Excursions and Escorted Journeys

On occasions the Centre offers external excursions as a part of the Centre's program. When this occurs, parents will receive a separate form outlining the specific details of the excursion giving details including cost, if any and requesting permission for your child's attendance. This is optional for any family. If you choose not to allow your child to attend the excursion alternative arrangements will be made to care for your child in the Centre.

Escorted journeys such as attendance at a pre-school or school will require a separate permission form to be signed by the parent detailing the arrangements and staff.

## Allergies and Special Dietary Needs

Please advise us if your child is allergic to anything or if he/she has special dietary needs. We will endeavour to ensure that your wishes in the matter of diet are met, provided that they do not contravene our nutrition policy. We ask that you provide the necessary food alternatives for children with special dietary requirements.

**THIS CENTRE IS A NUT FREE- NO NUTS OF ANY KIND OR PEANUT BUTTER ARE TO BE BROUGHT TO OR EATEN AT THE CENTRE.**

## Children's Room Groupings

In our centre, children are grouped according to their age levels. It is our belief that the developmental and educational needs of children are best met within this framework.

Children at different developmental levels have very different needs. Each of the rooms has their own philosophy as to how it will work with your child and the other children in the group.

Our aim, right across the centre, is to offer the very best in care and education for your child, whilst ensuring that you feel connected with your child's life while he/she attends the Centre.

The room groupings and their aims are as follows:

### Babies

6 weeks – 2 years (maximum 8 children with two staff)

In this group we aim to be highly supportive of parents whilst providing a program which incorporates warmth, interest, stimulation and security to each baby... The needs of you and your child will be our highest priority as we work together with you to ensure your child's happiness and security, and your peace of mind.

### Junior Kindy

2-3 years (maximum 15 children with three staff)

Our aim in this age group is to provide a safe, but stimulating environment to enable your child to explore and learn. We believe that by offering children choices, and encouraging them to express their needs, we are providing them with the opportunity to further develop their skills on an

individual basis. Our respect for you as the primary educator of your child is apparent in the way we continue to work with you as a family.

### Senior Kindy

3 years of age (maximum 15-18 children with 2 staff)

By the time your child moves into this group at our centre, he/she will be developing a whole range of new skills. Our aim in this age group is primarily to encourage children's independence and self help skills. We base all our learning experiences on children's needs and interests and work with you to exchange information about your child's development. We do not establish "criteria for success" but rather encourage every child to learn and progress as their individual development dictates.

### Pre-school room

3.5-5 years of age (maximum 22 children with 2 staff)

Queensland Kindergarten Guidelines and (EYLF) were developed to support the child's development and their learning outcomes during their Pre-prep year. The main focus was on Identity, Connectedness, Wellbeing, Active learning and communicating. These areas are monitored to assist the pre-schooler to have learning opportunities that are rich in lifelong learning experiences. It ensures that your child is ready for the next exciting step in his/her, schooling.

Please feel free to see our Director, Jessica, or Pre-school Teacher, Miss Nicki. if you have special needs for information about the school your child will attend, or if there is anything else we can do to ensure that the transition will be a happy one. We are more than happy for you to take your child's developmental records with you when your child takes that "next step".

Within our room groupings, there is always a lot of room for your input, and we organise special events so that you may have the opportunity to discuss your child's progress with the staff. However, do not feel shy about approaching us at any other time if you have concerns or news that you wish to share with us.

## Clothing

On each day that your child comes to the Centre we request that you pack their bag, with clearly labelled clothing for the day.

In the case of babies, we ask that you supply two (2) sets of clothing, whilst one (1) additional set is usually enough for the older children. Sometimes, things happen during the day and it is often distressing for a child if they do not have clothes (that fit) to change into.

If your child is still in nappies, we require parents to provide disposable / cloth nappies for their children's use while at the Centre.

Lots of buttons and zips can be a problem for toddlers and preschoolers who are trying very hard to toilet independently. For this reason we ask that you consider a range of clothing for your child that is mainly of the "pull on" variety.

Childcare is a very busy place and we know that you, like us, want your child to have the opportunity to participate in all of the excitement that we have to offer. Sometimes, these activities are very messy indeed! It is for this reason that we ask for your child to come to the Centre in play clothes that will either wash easily or can be soiled as play dough, paint and the like can stain.

We appreciate how expensive children's clothes and shoes are. To help us keep track of these items for you, we ask that every item of your child's clothing be clearly labelled with his/her name. Staffs have a much stronger chance of finding owners of lost property this way. You may find that there will be rare occasions when belongings seem to have gone astray. Please alert the Group Leader or Assistant in your child's room if this is the case. It may not always be possible for them to immediately leave what they are doing to assist you, but they will try to locate the item as soon as they possibly can.

The Centre does not provide sheets for your child to use whilst at the centre. All sheets are to be supplied in a named pillowcase and to be taken home weekly to be washed.

## Complaints Mechanism

There may be times whilst your child is in our care, that you feel unhappy with the service that we have provided. You have every right to voice your concerns to us. If there are practices that we need to change, then we will look at them. It may also be that we could, from time to time, improve our communication process.

Without feedback we will never be aware.

## Custody Orders

If at any time your child is under the jurisdiction of custody, restraining or other court order, it is imperative that we know about it if we are to ensure the safety of your child. Please provide our Director with a copy of the order, which we will maintain on file. All staff that needs to be made aware of the order will be informed of its existence. Please be assured of confidentiality in such matters.

Our staff members have documented policies and procedures under which they are required to operate in custody cases. The department of Child safety believes in the rights of the child, which is the right to have contact with both parents. A copy of the Policy and Procedure can be obtained from the Director.

## Emergency Contacts

On your enrollment form you will already have provided us with the names and contact details of the people to call in the event of an emergency (assuming that you the parent/guardian are unobtainable). It is very important that we are kept up to date with any changes that may occur.

We do send home forms to update these details on a regular basis, but if circumstances change between these updates, we urge you to let us know immediately.

If you have difficulty nominating anyone who could be available to collect your child in the event of an emergency, please see our Director and we will endeavour to provide what support we can.

## Exclusion of Unwell Children

(From "Staying Healthy in Child Care" Ed 5) *located in the parent information area in the front foyer*

We appreciate that it is sometimes very difficult for working families to make adequate arrangements when their child is unwell. We will do whatever we can to accommodate you, but we are required to abide by health regulations.

Children who are unwell cannot be kept at the Centre. There is a range of childhood illnesses which children in group situations may, from time to time contract. We are sure that you appreciate that in order to safeguard the health of all children; your child must be excluded for a period of time if he or she has unfortunately contracted such an illness.

If your child becomes unwell whilst at the centre, we will telephone you, or your nominated emergency contact to let you know how they are. We will not request that you pick up the child, unless they have diarrhoea, visible symptoms such as the blisters of chicken pox or a high fever or vomiting.

## Grievance procedure

Your child is very precious to you, and any concern that you have is valid. We train our staff to listen to you with empathy, and to ensure that you feel that you have been heard. We work very hard to ensure that your needs

are met wherever possible. If you have any concerns we request that you follow the guidelines laid down below.

In the first instance, we request that you voice your concerns with the Teacher in your child's respective room.

If you do not feel that the matter has been satisfactorily resolved, please contact our Director to arrange a discussion of the issues. If you still feel that the matter has not been resolved, we request that you contact the President of our Management Committee and meet with him/her to further discuss the issues. Contact details for our Management Committee can be easily obtained from any staff member.

We would hope that by following this process anxieties can be allayed, and procedures changed where necessary, as quickly as possible. If, however, you feel that this has not been achieved, we then encourage you to contact Early Childhood Education and Care (the licensing body which oversees child care regulations in Queensland). They can be contacted on (07) 56566688.

Please know that our door is always open to you, and that you can approach us about anything, no matter how small it may seem at the time.

We know and appreciate the extraordinary gift of trust you have made to us by allowing us to care for your child. Your input is always valued.

## Health and Hygiene

Children and educators are actively encouraged to practice good personal hygiene to minimise the instances of illness. We also believe that if your child is ill, the best place for them is to be at home where they can recover faster.

If your child presents at the centre with signs of illness, the nominated supervisor may advise that they are not well enough to participate in the day's activities. You will be asked to make alternative arrangements until they are well or the exclusion period has ended (you may be asked to provide a medical clearance letter before your child can return). Although this can be inconvenient for parents, it is in the interests of all children and families at the centre to minimise the risk of infection.

Should your child become ill during the day, documentation and first aid will commence and you may be contacted to collect your child from the centre and seek further medical advice (please note that paracetamol is not regarded as a first response and can only be administered in emergency situations and with prior written parental consent). It is important that you read the centre's medication policy carefully to know when educators can administer medications.

A list of common infectious illnesses, their exclusion periods and policies and procedures related to illness and minimising the spread of infectious diseases are available in the foyer.

## Service Approval Requirements

(Department of Education

Training and Employment)

Every childcare centre in Queensland is required to be licensed under the terms of The Education and Care Services National Regulations. Licensing is a responsibility of the State Government, and we are required to abide by the Education and Care Services National Regulation. A copy of the regulations is available in Reception at all times.

## Licensing governs

We are allowed 59 children in our centre per day.

Kindergarten 3.5 – 5.5 years ( ratio 1 -11)

Senior Kindy 2.5 – 3.5 years (ratio 1-11)

Juniors 2 – 3 years (ratio 1-5)

Babies 0 – 2 years (ratio 1-4)

**Staff:** This area of the regulation ensures that our staff is of an appropriate age, that they have the required qualifications and that the necessary number of staff are on duty at all times to cover the numbers of children we have in the Centre. All staff is required to have current First Aid certificates.

**Health & Safety:** These areas are most strictly monitored, and all of the information contained in your parent handbook has been designed around the need to ensure we comply with regulatory requirements. For additional information about our processes, you are most welcome to look at our Employee Guidelines or to speak with our Director.

## Program delivery

We use an online programming platform called KindyHub. KindyHub enables us to deliver your child's daily story, monthly development observation and also allows us to communicate directly to you through the newsletter and personal messages.

When first starting at the centre your child will be uploaded into our system and an app request will be sent to you. If you do not revive this for any reason, please come and see us immediately so we can make a correction.

## Policies and Procedures

All policies and procedures guide our practice and bind together with the government regulations. They are located in the front foyer area, above the parent library. If you wish to look at them, please do so at any time.

## Safety Policy – Child Safety – accident Prevention Division

The policy of the Centre states:

Responsible supervision of the children is the most important way of ensuring safety. Children must never be left alone. They must be in sight and hearing range of staff at all times so that staff can intervene immediately to protect the health and safety of the children.

Staff must constantly be aware of potential safety hazards and remove/report them before an accident occurs.

Rules for safety within the understanding of each group of children must be established and reinforced with the children.

For further details of the rules, please refer to the Centre's Policy and Procedure Manual, obtainable from the Director. (COPIES CAN BE OBTAINED ON REQUEST A LIST IS ATTACHED TO THIS HAND BOOK.)

## Emergency Evacuation

Olsen Avenue Community Children's Centre has regular emergency evacuation procedures. This practice is to educate children on Fire Safety.

The Children at the Centre take an active part in our fire drill. At times the allocated time of the fire drill may fall when parents are still dropping off or picking up children.

We ask that parents be present at the time and participate in our drills. Parents can have a first hand view of our drill and the children feel proud to have you in attendance.

# Parent Acknowledgment of Centre's Policy's and Procedures

## OLSEN AVENUE COMMUNITY CHILDREN'S CENTRE

### ACKNOWLEDGEMENT OF PROCEDURES

Name: \_\_\_\_\_

Relationship to Child/ren: \_\_\_\_\_

Child/run's Names: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of Commencement:

I, \_\_\_\_\_ (name of parent or guardian) do hereby acknowledge that I have received, read and understood a copy of the Parent's Handbook for Olsen Avenue Community Children's Centre. I have noted all of the procedures and guidelines within the document and acknowledge that any

*failure on my part to comply with those procedures and guidelines may result in the termination of my child's care at the Centre.*

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_

## **Early Childhood Education and Care**

If you have any concerns about the operation and service of this Centre's policies and procedures, please feel welcome to contact:

Office of Early Childhood Education and Care

Department of Education, Training and Employment

Postal Address: P O Box 15033 City East QLD, 4002

Phone: 1800 637 711

Email: [ece@dete.qld.gov.au](mailto:ece@dete.qld.gov.au)