



Parent Handbook

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CENTRE PHILOSOPHY

Educational Program and Practice

We understand the importance of providing a stimulating, engaging and supportive educational program that caters for all children enrolled at Kids Care. Educators incorporate the My Time Our Place to ensure effective learning for children of all ages, abilities and cultures. Educators undertake continual training to enhance their skills and knowledge which assists them in understanding the importance of observing children in different environments and extending their learning based on their current interests, abilities, skills and knowledge. We embrace each child's uniqueness and strive to provide experiences that promote the development of each child's identity, confidence, wellbeing and communications.

Children's Health and Safety

We recognise that all children should be supported and provided a safe and healthy environment and we strive to take every necessary measure to ensure that all children are cared for in an appropriate manner. The health and safety of children is promoted throughout the centre and educators understand the importance of catering for children's individual needs. Management will undertake regular safety audits and training to maintain a high quality centre. Educators undertake Protective Behaviour's Workshops to ensure the safety and rights of all children at all times. Educators will incorporate learning programs to educate children on the importance of caring for their bodies.

Physical Environment

Kids Care believes in creating a homely environment that is designed to educate children in a fun and exciting manner. Management ensures that all equipment and resources are well maintained. We strive to incorporate natural products into the environment and educate children on the importance of caring for the environment. Kids Care believes in incorporating sustainable practices to ensure that we have little foot print in the environment. The indoor and outdoor environment is designed to stimulate learning and engage children with a variety of resources, materials and experiences.

Staffing Arrangements

We recognise that professional, qualified and experienced educators and staff are an asset to the service, and we strive to provide continuity in staff to provide effective care for children. Management provides ongoing training for staff to improve their skills and knowledge in the industry. Educators will work in collaboration with each other and recognised the experience, skills and knowledge that their colleagues have.

Relationships with Children

Children will be provided with respectful and equitable relationships that promote trust and confidence in the adults and the children around them. The rights of children are paramount and staff will maintain children's dignity at all times. Educators will ensure that all children are included in the environment and will educate children on appropriate communications and relationships with others. Educators will guide children's behaviour in an effective and supportive manner and educate children on the importance of caring for others.

Collaborative Partnerships with Families and Communities

Kids Care understands the importance of maintaining effective relationships with families and communities and strives to incorporate input and suggestions from relevant stakeholders into all aspects of the service. We will support families to feel confident in the care provided to their children and will maintain an ongoing relationship with families to provide their children with the best care. We recognise the important role a parent plays and will respect each families child rearing practices.

Leadership Service Management

Our team of management are both rich in qualification and experience. We endeavour to maintain continuous knowledge and understanding of the current recommendations and legislation that involves the education and care industry. We will regularly assess practices and implement change to ensure continual improvement where necessary. Management will provide training opportunities for staff to improve their practices, skills and knowledge. The Centre Director will maintain effective administration practices to ensure the smooth running of the centre. The Centre Director will be available to discuss any concerns or grievances and deal with all situations in a professional manner. The Centre Director will be a consistent presence in all areas of the centre to ensure a high quality centre is provided.

CENTRE GOALS

Educational Program and Practice

- All children are encouraged to participate in experiences and are provided with equal opportunities to learn and explore their environments and surroundings
- Our educational programs reflects children's interests and strengths are used to scaffold children's learning and development
- To provide opportunities that support children in "*belonging, being and becoming*" and incorporate the My Time Our Place into the centre

Children's Health and Safety

- Educational experiences are implemented to educate children on the importance of caring for their bodies through role modelling appropriate practices and implementing educational experiences, including organising incursions with health professionals
- To ensure that a hygienic, healthy and safe environment is provided for children, families, educators and visitors

Physical Environment

- To implement natural environments that educate the children on the environment and sustainable practices
- To set up active indoor and outdoor environments that are engaging and stimulate learning through discovery and exploration
- To create a homely warm environment that welcomes families and supports a sense of *belonging*

Staffing Arrangements

- To ensure that staff ratios and legislative requirements are maintained at all times
- To maintain consistency in staffing and provide families with a high trained, experienced and professional team that supports families and children through early childhood development
- To provide ongoing professional development opportunities and to ensure staff use positive and effective communication techniques where they share skills and knowledge and reflect on practices

Relationships with Children

- To understand the importance of effective and positive relationships with children which allows educators to guide children's development, interests and strengths
- Educators will act as an advocate for children's rights and support their growth and learning by embracing each child's uniqueness and supporting them to *be* and *become* confident individuals
- Children will be provided with ongoing support to guide their behaviours appropriately

Collaborative Partnerships with Families and Communities

- Complimentary orientation sessions are offered prior to the child's first day to create a smooth transition into the centre.
- An Open Door Policy is available at Kids Care and continual communication between families and staff is strongly encouraged and used to provide the highest quality of care
- To develop links within the community that provides support to our families and educates children on their involvement in the community

Leadership Service Management

- Management will strive to provide a high quality service that meets the needs of families and the community. Stakeholders are encouraged to provide input and feedback into all aspects of the centre
- The Centre Director will be available to all families as a support network and to openly discuss your concerns in a professional manner
- We pride ourselves on being a small, privately owned and operated centre that offers the very highest standard of care. We strive to make your families journey at Kids Care a happy and memorable experience

Welcome

Welcome to Out of School Kids Care. Our focus is to provide the community with a high quality service that acts as a home away from home. We believe in creating a sense of belonging for children and families and aim to cater to your child's individual needs. We encourage child and parent input and listening to what you say is imperative to the Kids Care Company. We hope to create an environment that incorporates fun, education and the support for your child's wellbeing. We believe in providing environments that provokes positive in-depth discussions with children, and believe children learn best through play. We believe that Kids Care will be a place full of fun memories and lasting relationships and we are so pleased you have joined the Kids Care family.

Kids Care Team

Meet the Team

Olga is the Director of Out of School Kids Care. Olga has her Certificate 4 and Diploma in Children's Services and enjoys helping the children to learn and grow at every opportunity. Olga has worked with children for many years and has two beautiful teenage children of her own.

Lesharne is the General Manager for Kids Care and along with Olga will ensure Out of School Kids Care maintains the exceptional standard of care it offers and uphold all centre policies and procedures. The service will follow the ratio of one educator to ten children, with the exception where no Kindergarten children are present; the ratio will change to one educator to thirteen children (after the first 1:10 ratio has been reached)

Lesharne is also the accounts manager and all accounts queries should be addressed to her on **08 9304 2727**.

Pictures of the other staff members can be found on the staff board located in the gymnasium.

Operating Hours

Before School Care	7:00am – 9:15am
After School Care	2:30pm – 6:00pm
Vacation Care	7.00am – 6:00pm

Late Collection

Kids Care has strict operating hours that have been granted by the Education and Care Regulatory Unit, it is imperative that we follow these guidelines. On enrolment you agree that you will be charged \$2.00 per minute after 6pm that is payable in cash to the staff member on duty. This is charged separately to your account fees and must be paid within the week of the late collection. Kids Care management have the right to cancel care if this is an ongoing issue. If a child has not been collected by 6:30pm Crisis Care will be called to care for the child.

Related Policy: Child Delivery and Collection Policy

Enrolment and Orientation Process

Before care can commence, we require the completed Enrolment Form for your child/ren with copies of their current Immunisation Record and Birth Certificate, Ezidebit Form prior to the date your child is due to start. We ask that you keep us informed of any necessary changes, including up to date Immunisations Records.

Related Policy: Orientation and Enrolment Policy and Waiting List Policy

Healthy Meals

Kids Care encourages healthy and nutritious meals. We will provide a variety of nutritious, delicious meals for your child. The centre menu will be on display for your perusal. Our meals are designed with the recommended nutritional intake for children and will be altered to cater for children with medical and cultural requirements. Please ensure that you communicate with the Centre Director, educators and our trained Food Coordinators about your child's meal time requirements. All of our staff are trained on correct food handling techniques to ensure that high standards of hygiene are maintained. Our educators will use meal times as an opportunity to sit and discuss different foods and promote language development through discussion of the different meals they have been provided.

Please find below links that will provide you with some nutritious meals, also keep an eye out for some more ideas during your enrolment with us.

For more ideas please follow the links;

<http://www.freshforkids.com.au>

<http://www.superhealthykids.com/>

Meal Times during Vacation Care (to be provided by the parents)

(meal times may alter if children are engaged in experiences)

Please ensure that your child has a substantial breakfast before attending Kids Care

Morning Tea	9am (progressive)
Lunch	12:00pm
Afternoon Tea	3:00pm (progressive)

During term time afternoon tea is served at approximately 3.30 pm. (provided by Kids Care)

Related Policy: Nutritional Food and Beverages Policy

Child Allergies and Special Eating Requirements

We are an **Allergy Aware** centre. A notice will be displayed in the foyer notifying families of current allergies in the centre. **We ask that families bring no nut products into our service.** If a child attends with an anaphylactic allergy then foods related may be banned.

Our educators are trained on anaphylactic management and first aid and the centre is equipped with an Epi-pen for emergencies. Our educators will monitor all meal times and implement strategies to ensure children do not share food. Please feel free to contact the Centre Director to discuss your child's individual circumstances.

Related Policy: Anaphylaxis and Asthma Management Policy

Attendance and Absentees

A parent/guardian must sign the sign in and out records at every drop off and pick up, with the time in and out and a signature. Sick Days, Holidays and Casual Absences must be recorded and signed for as "A" in order to receive CCB and CCR entitlements. You are given 42 Absences per year under the Child Care Benefit and Rebate Scheme. Once these have been used, full fees will apply.

If your child is going to be absent, we ask families to notify the centre, so we can ensure the safety of your child. If your child is unwell please keep them home to prevent the spread of infection. We will telephone parents to collect sick children, to ensure the health and wellbeing of the children.

It is compulsory that you sign your child in and out for all attendances, absences and public holidays. Failure in doing so may result in the cancellation of all your Centrelink entitlements and you may be forced to pay back any Child Care Benefit or Rebates to the government.

Related Policy: Temperature Procedure, Child Delivery and Collection Policy, Incident, Injury and Trauma Procedure and Policy

Families Terminating Care

We understand that circumstances change, and we are sad that you will have to leave one day, when you do please remember that you are required to give two weeks written notice before leaving Kids Care or two weeks of full fees will be charged in lieu. Child Care Benefit and Rebate entitlements cannot be paid in the last two weeks of care if you are absent so full fees will be charged.

Related Policy: Fee Payment Policy

Kids Care Terminating Care

Kids Care strives to have cohesive relationships with families. We have policies and procedures and a Kids Care Code of Conduct that details the centre's expectations of practices. Consistent failure to comply with the Kids Care ethos will result in termination of care effective immediately. Some reasons of termination may be;

- Failure to follow policies and procedures
- Threatening or intimidating behaviour towards staff
- Placing the safety of staff or children in jeopardy
- Failure to maintain your centre account and fees
- Child causing ongoing safety issues to staff, children or themselves

Staff to Parent Communication

Kids Care believes in providing a safe and supportive environment for the Kids Care staff. Please understand that negative and intimidating communication towards staff will not be tolerated. Please use the correct avenues to express your concerns, we welcome your concerns regarding Kids Care, but please refrain from using inappropriate language and communication. Kids Care management have a duty of care to our staff to ensure their wellbeing is cared for and will not tolerate negative behaviours.

Related Policy: Family and Community Partnerships Policy

Centre Fees

All families are required to keep their account two weeks in advance. Statements are emailed through to families fortnightly at the start of the week. All payments will be deducted out of your nominated bank account or credit card through EziDebit. You are expected to ensure the required payment is available in your nominated account. If your account bounces back then EziDebit charges will apply. **If your account bounces back on more than two occasions we have the right to cease care.**

Current charges are displayed in the foyer. Two weeks written notice is given in the event of any fee change.

Full fees are charged for all booked sessions when children are absent including Family Holidays, Public Holidays, Sickness and RDO's.

Our fee paying procedure is strictly as follows;

1. Accounts will be emailed through on a fortnightly basis for the following two weeks of care
2. Amounts owing will be deducted from your nominated account through EZIDEBIT
3. You will incur a fee if payments bounce back from your nominated account
4. You will be notified that amounts are not available and asked to ensure correct amounts owing are available for deduction for that week
5. If your nominated account bounces back twice, there is a possibility that care may be cancelled
6. A \$20 administration fee will be charged for every transaction that we carry out for any parent who does not use EZIDEBIT as the recommended payment system

Related Policy: Fee Payment Policy and Procedure

Extra Days

We accept extra days only if they are available. Please know that all extra days will be charged on that day and we are unable to swap booked days.

Priority Access Guidelines

Kids Care works within strict guidelines set by the Australian Government. Access is predominantly for children school age and under, whose parents are working, undertaking vocational study, training or actively looking for employment. The Australian Government regards children at risk of abuse as a priority group. We aim to cater for all families, including families that require respite care and other non-related care, however care may be cancelled to ensure we meet the care needs for children and families in accordance with the Priority Access Guidelines. All parents must be aware that the basis of their child's acceptance is open to review should circumstances change.

Related Policy: Waiting List Policy and Child Protection Policy

Policy Manual

Kids Care has a comprehensive policy file containing all of the centre's updated policies. These are available for you to look through and are located in the foyer. Please feel free to speak to the Director about any of these. We will also be seeking your feedback each month for policies to be regularly reviewed by all staff and families; this provides you an excellent opportunity to have your say on the Kids Care practices.

Related Policy: Policy Compliance Policy

Child Care Benefit and Rebate Entitlements

Child Care Benefit is assessed by the Department of Human Services (please follow link <http://www.humanservices.gov.au/customer/contact-us/phone-us> and cannot be claimed unless we receive your family's Customer Reference Number (CRN) **and** your child's Customer Reference Number on the Enrolment Form. Any queries regarding rebates and entitlements should be directed to the Department of Human Services on 132 307. Please note that any change made to your rebate is done so by the Department of Human Services and **not** the centre. We strongly urge all families to inform us of your Customer Reference Numbers (even if you are not claiming weekly care benefit) as this will make it easier for you to claim at a later date and receive your Child Care Rebate.

Please understand that if child care entitlements have not come through on our system full fees apply, amounts will only be back paid if Centrelink pays these on your behalf.

Related Policy: Toileting Policy

Personal Toys

Kids Care believes that we provide sufficient toys and resources for your child to engage in. We ask families to keep personal toys at home, unless requested by the Kids Care educators.

Please note that Kids Care takes no responsibility for broken or misplaced toys.

Related Policy: Home Toys Policy

Guiding Children's Behaviour

Kids Care educators regularly attend Behaviour Management and Protective Behaviour Workshops to provide them with the knowledge and skills to implement a positive approach to children's behaviour. Kids Care believes in redirection and eliminating potential problems for children. A consistent and positive approach between the home and care life is important to ensure that the child understands appropriate expectations.

Educators are trained in understanding the different developmental and age appropriate expectations for children and implement different strategies to cater for the individual child's needs. Educators use positive encouragement rather than negative criticism. Children are encouraged to be involved in setting room limits and working through their behaviour with the guidance of an educator.

We encourage families to communicate their concerns about their child's behaviour with their educator. Please refer to the Kids Care "Guiding Children's Behaviour Policy" for better understanding of the techniques used at Kids Care. **Please note that if a child places any other child or staff in danger or injury, then the parent may be asked to seek alternative care.**

Related Policy: Guiding Children's Behaviour Policy

Special Events

Recognising the world around us is an important stage of education for children. Kids Care believes in celebrating community events and special days that are based around the children's interest.

We are always seeking parent and community input to share the skills that you may have. It could be simply sharing a piece of your home culture, a skill of dancing or speaking another language or you just might want to come in as a parent helper for a session. Please talk to your Centre Director to organise being a part of the Kids Care educational program.

The Centre Director will email upcoming events and join our Facebook page to keep informed too! A "What's Happening This Month" is displayed in the foyer and provides upcoming centre events or community events. Let us know if you would like to share anything.

Related Policy: Family and Community Partnerships Policy

Educational Program

Kids Care provides a balance of child-initiated and teacher directed (Intentional Teaching) experiences. We have qualified and devoted educators who have a passion for educating your child.

Each child is provided with meaningful Child Assessments that document their learning and interests. Children are provided with opportunities to learn through a variety of techniques, including structured learning and learning through play.

Child Assessments will be emailed to families and placed in your child's portfolio. We encourage families to read and comment on their children's learning.

The educational program incorporates the **My Time Our Place Learning Framework** an Australian Curriculum that is implemented in the early years of the schooling system. Our room Learning Journeys are on display to demonstrate the fun, learning and play the children have experienced in the room. **Parent input is always welcomed.**

Related Policy: Educational Program Policy

No Smoking or Alcohol

Kids Care is strictly a no smoking premises. Please respect our children and staff by providing them fresh air to breath. Any person intoxicated or under the influence on the premises will be asked to leave immediately.

Related Policy: Smoking, Alcohol and Drugs Policy

Immunisations

Up to date immunisation records are to be provided to the Centre Director on enrolment.

It is the responsibility of the parent to provide an up to date copy of the child's immunization record. If your child is not immunised you must provide a letter from the Doctor. If an outbreak of an illness or infection is present in the centre, a child who has not been immunised will be excluded from the centre, even if they are showing no signs of the illness. **Failure to keep immunisations up to date may cause cancellation of entitlements (CCB/CCR) by the government.**

Related Policy: Immunisation Policy

Weather Protection

Kids Care love providing children with opportunities to play outdoors in all seasons. We ask families to provide their child with a bucket style or broad brimmed hat all year round. Please dress your child in appropriate clothing in accordance to the weather. Rain jackets, gum boots in winter so they can jump in puddles and sun protective clothes in summer. As we strive to have fun (and sometimes messy fun) we ask that you provide a change of clothes for your child when on vacation care.

Related Policy: Sun Protection Policy

Medication

Kids Care will only administer prescribed medication. We cannot administer herbal or natural medications, pandaol or nurofen (unless prescribed). All medications must be in the original container, clearly labelled and accompanied by a complete and signed Medication Record. Ongoing Medication would be accompanied by an Action Plan (Epi-Pen, Ventolin, Ana-pen etc.)

Related Policy: Administering Medication Policy

Exclusions and Ill Children

Kids Care asks families to work together to ensure that we minimise the spread of infection or illness. **If your child is sick please do not bring them to care.** Educators will send your child home if they are not well. It is not fair on your child, the other children, families and educators if you bring your child in sick. **A medical clearance may be requested before returning to the centre.**

Is my child sick?

- Do they have a temperature?
- Have they vomited or had a bout of diarrhoea?
- Do they have an unexplained rash?
- Are they on medication for the first time?
- Do they have discharge from their eyes?
- Do they have unexplained spots on the hands, feet or mouth?

If you have answered yes to any of the above please keep your child at home!

*Related Policy: Infectious Disease Management Policy
Managing Medical Conditions Policy*

Kids Care follows the Staying Healthy in Child Care (Fifth Edition) and Communicable Diseases – Exclusion Guidelines to determine the action for your child's suspected illness.

Families will be notified of any outbreaks of illness or infection within the centre.

MANAGING MEDICAL CONDITIONS

Policy Statement

Kids Care endeavours to provide a safe environment for all children. Staff will cater for children with medical conditions, such as Asthma, Diabetes and Allergies, including Anaphylaxis where possible

Policy Implementation

- Parents/Guardians are required to notify the centre of their child's medical conditions on the Enrolment Form and update information as it occurs
- Parents are required to complete a Medical Conditions Action Plan authorising the administration of regular medical treatment and detailing steps to minimise and deal with the condition, a letter from a Medical Practitioner must accompany the Action Plan (Education and Care Services National Regulations 2012– Regulation 90(c)(i), 93, 94)
- It is the parent's responsibility to ensure that medication is provided to the centre and is within its expiry date. Medications must be handed to the staff
- Medications will be kept out of reach of children, however easily accessible in the case of an emergency and clearly labelled with the child's name
- Alternative care may be required if the staff do not feel comfortable or the centre is inadequately equipped with the appropriate medical equipment and training
- Management will provide all staff with regular training on managing Anaphylaxis and Asthma, additional training requested by the parents that incur fees will be borne by the child's parents/guardian
- First Aid holders or staff with appropriate training will be responsible for administering medication where required. A staff member will be available at the centre with relevant first aid, Anaphylaxis and Emergency Asthma Management qualifications at all times (Education and Care Services National Regulations 2012– Regulation 136(1))
- Kids Care is an *Allergy Aware Centre* and will work on minimising allergies, families will be educated on the Anaphylaxis and allergies present at the centre
- Families will not be permitted to bring any outside foods into the centre, unless authorised by the Centre Director
- Medical Conditions Action Plans, ASCIA Action Plans and Asthma Management Action Plans and Allergy Charts will be displayed in a prominent position, in consultation with the family to ensure necessary confidentiality is maintained. Detailed information regarding the child's medical condition will be stored in the Important Child Information File, all staff are required to read updated information (Education and Care Services National Regulations 2012– Regulation 173(2)(f), 181(a))
- If a school child has ongoing medication required a staff member will hand the medication to the teacher
- Parents will work together to develop a Risk Management Plan for children with diagnosed medical conditions (Education and Care Services National Regulations 2012– Regulation 90(c)(iii))
- The centre has an Epipen and Asthma Inhaler present at the centre for emergency cases. An Epipen/Anapen or Asthma Inhaler may be administered without authorisation in emergency circumstances (Education and Care Services National Regulations 2012– Regulation 87, 94)

Policy Sources

Legislation

Education and Care Services National Regulations 2012 – Regulation 87, 90, 91, 92, 93, 94, 136(1), 168(2)(d), 173(2)(f), 177(b)(c), 181(a), 246, 247
 Education and Care Services National Law (WA) Act 2012– Section 167, 169
 National Quality Framework – Element 2.1.1, 2.1.4, 2.3.2, 7.3.5, Standard 4.1
 ACECQA - Guide to the National Law and Regulations – Page 62, 97, 159
 Australasian Society of Clinical Immunology and Allergy and Asthma Foundation –WA

Centre Documents

Enrolment Form, Medical Conditions Action Plan, ASCIA Action Plan, Asthma Management Action Plan, Important Child Information File, Allergy Chart, Risk Management Plan, Allergy Aware Policy

Revised Date

August 2016

Next Review Date

August 2017

SUN PROTECTION

Policy Statement

Kids Care endeavours to follow all recommendation from the Cancer Council to ensure that educators, families and children are protected from the sun.

Policy Implementation

- Kids Care are Sun Smart Centres as recognised by the Cancer Council WA
- Parents are required to provide their children with a hat (bucket hat, legionnaire or broad brimmed) and sleeved shirt for outside play.
- Children who do not have the required hats will be loaned a suitable hat for excursion days during Vacation Care and will be cleaned as per the centres **Laundering Policy**
- Children who do not have the required hats during incursion days and before and after school care will be encouraged to play under shaded areas
- Parents are reminded that clothing is your child's best defence against sunburn. Loose fitting shirts with longer sleeves and collars are most suitable. Strappy dresses and singlets are not suitable for outdoor play; please ensure your child wears a sleeved shirt or dress. Appropriate spare clothes will be available for inappropriately dressed children and cleaned according to our **Laundering Policy**
- All children and staff are to wear a hat, SPF 30+ sunscreen and a sleeved shirt or dress whilst playing outside. Educators will check for any allergies that children may have to sunscreen before applying on children
- Older children will be provided with a teaspoon amount of SPF 30+ sunscreen for each limbs and ½ teaspoon for their face, ears and neck, which will be put in the palm of their hands. Educators encourage children to apply the SPF 30+ sunscreen themselves
- Educators apply SPF 30+ sunscreen with a disposable glove to the children that need assistance
- SPF 30+ sunscreen is to be applied 20 minutes before the children go outside. Educators are asked to be vigilant of children with fair or sensitive skin as they may need extra application
- Educators will ensure that reapplication of sunscreen occurs every **two hours** when outdoors
- Parents are encouraged to apply sunscreen to children before arriving at the centre. Children who arrive at the centre without sunscreen will be encouraged to stay in shaded areas for twenty minutes, once sunscreen has been applied
- The service will ensure that all sun protection measures are applied to children and staff while outside when the UV index is 3 or above
- Outdoor experiences are scheduled, where possible, to minimise time outdoor when the UV index is 8 or above
- Educators will take into consideration the temperature, humidity and the UV index before allowing the children outside
- Wherever possible, educators will set up activities and direct children into shaded areas when outside
- Learning about skin and ways to protect skin from the sun will be incorporated into the Educational Program
- Educators and parents will be provided with educational material on sun protection. Parents will be required to give authority to staff to apply sunscreen on their child's enrolment
- Outdoor play environments will ensure that adequate shaded areas are provided to protect children and educators from overexposure to ultraviolet radiation from the sun (Education and Care Services National Regulations 2012 – Regulation 114)

Policy Sources

Legislation

Education and Care Services National Regulations 2012 – Regulation 114, 168(2)(a)(ii)

Education and Care Services National Law (WA) Act 2012 – Section 167

National Quality Framework – Element 2.1.1, 2.1.3, 2.3.2, 3.1.1

ACECQA - Guide to the National Law and Regulations – Page 79, 80

EYLF Framework – Outcome Three

Perth UV Rating Arpana website

Cancer Council - Sun Smart WA

Centre Documents

Sun Screen Check, Enrolment Form, Parent Handbook, UV Rating, Laundering Policy

Revised Date

September 2016

Next Review Date

September 2017

FEE PAYMENT PROCEDURE

Procedure Implementation

- Families must provide a completed Ezidebit Form on enrolment
- If parents choose to pay fees by an alternative option, then a \$20 fee will be charged each time a payment is made to cater for the additional administration required for these payments
- **All payments must be kept two weeks in advance**
- Management will use the Qikkids Software to provide all families an up to date statement detailing their account, information will be available to families at any time
- Statements will be emailed to parents every second Monday or Tuesday following a Public Holiday
- Payments will be deducted from your nominated bank account or credit card fortnightly on a Friday
- Parents must notify the Centre Director of a change in nominated account details in writing
- **Use of a credit card may incur an additional fee from Ezidebit** – this is agreed upon signing the Ezidebit Form when you have nominated the use of a credit card
- Management will communicate messages to families regarding accounts via email and at the bottom of the statement
- New families will be notified when their account will be deducted – three weeks of fees will be taken on enrolment
- Parents will be contacted if their account bounces and notified that amounts will be deducting the following Friday – **accounts that bounce will incur an additional fee from Ezidebit**
- If accounts bounce back twice – care may be ceased
- It is the responsibility of the family to organise CCB (Child Care Benefit) or CCR (Child Care Rebate). It is at the discretion of the Centre Director to backdate any attendances, if correct details were not given on enrolment – this may cause a loss of funds
- CCB and CCR amounts are estimated in advance and are subject to change according to your eligibility through the Department of Human Services
- Written notice is requested for withdrawal of care two weeks prior to the finishing date. **Children not attending in their final two weeks of care will not be entitled to claim CCB or CCR and will be charged at the centre's full fees** (Child Care Service Handbook 2011 -2012 – 5.9 – Operation of Absences)
- All booked days are payable, including any sick days, public holidays and family vacations. Parents are requested to write “AA” for these days on the sign in/out sheets on returning to the centre. This can be written once for each day. CCB or CCR may be affected if absent days are not signed for (Child Care Service Handbook 2011 -2012 – 4.8 – Absences from Care)
- Where applicable, it is the responsibility of the parent to provide a current J.E.T (Job, Education, Training Assistance) letter before J.E.T payments can be processed

Policy Sources

Legislation

Education and Care Services National Regulations 2012 – Regulation 168(2)(o), 181

National Quality Framework – Element 7.3.1, 7.3.2, 7.3.5

Child Care Service Handbook 2011 – 2012 – 4.8 – Absences from Care, 5.9 – Operation of Absences,

Privacy Act 1988 - National Privacy Principles

Centre Documents

Sign in/out sheets, Enrolment Form, Parent Handbook, Ezidebit Form

Revised Date

June 2015

Next Review Date

December 2016

EXCURSIONS

Policy Statement

Kids Care aims to provide children opportunities to develop their understanding of community and broaden their educational opportunities by participating in excursions that promote learning opportunities and entertainment

Policy Implementation

- Educators will complete a detailed risk assessment plan documented on an Excursion Risk Management Plan and ensure this is available on request before the excursion date (Education and Care Services National Regulations 2012– Regulation 100, 101) (National Quality Framework – Element 2.3.3)
- For regular excursions management are only required to obtain authorisation and conduct a Excursion Risk Management Plan every twelve months (Education and Care Services National Regulations 2012– Regulation 102 (5))
- Excursions are designed to accommodate children’s interests while being fun and educational (National Quality Framework – Element 1.2.2)
- Parents or a nominated Emergency Contact authorised on the child’s Enrolment Form will provide authorisation for their child to attend the excursion on a Permission Slip. Parents have the right to refuse their child to go on the excursion; alternative care arrangements will be offered at the centre (Education and Care Services National Regulations 2012– Regulation 102)
- Parents are requested to keep their child at home if they display signs of being unwell
- Staffing will ensure adequate supervision for the planned excursion (National Quality Framework – Element 2.3.1, Standard 4.1)
- Kids Care encourages parents to attend excursions as volunteers
- Educators are open to suggestions and feedback regarding excursions
- Educators will evaluate all aspects of the excursion and document on an Excursion Evaluation Record

Policy Sources

Legislation

Education and Care Services National Regulations 2012 – Regulation 100, 101, 102, 168(2)(g)

Education and Care Services National Law (WA) Act 2012– Section 167

National Quality Framework – Element 1.2.2, 2.3.1, 2.3.3, 6.3.4, Standard 4.1

ACECQA - Guide to the National Law and Regulations – Page 69

Early Years Learning Framework

Centre Documents

Excursion Evaluation Record, Permission Slips, Excursion Risk Management Plan, Enrolment Form

Revised Date

October 2015

Next Review Date

April 2017

**CHILD DELIVERY AND
COLLECTION**

Policy Statement

Management will ensure that families are aware of their responsibility to sign their child in and out of the Kids Care environments

Policy Implementation

- All enrolled children are to be signed in and out on both delivery and collection to the centre (Education and Care Services National Regulations 2012 – Regulation 158)
- School aged children will be signed out by educators when leaving the premises for school and signed in when being collected from school and brought into the Centre.
- Sign In and Out Forms are located under the Parent Notice Board
- Child Care Benefit and Child Care Rebate may be affected if children are not signed in and out correctly
- If children are absent for any reason parents are asked to write “A” when next returning to the centre for the absent day and sign
- Educators will check their room sign in and out form to ensure parents are correctly signing their child in and out. If a child has not been signed in or out an educator will initial that the child was present at the centre (Education and Care Services National Regulations 2012 – Regulation 158(c)(ii))
- **Children will only be permitted to leave the centre with the Emergency Contact nominated on the child’s Enrolment Form. If a person comes to collect a child that is not nominated on the Enrolment Form then staff will contact the parent to gain permission before a child is handed over** (Education and Care Services National Regulations 2012 – Regulation 99)
- **Staff will ask an unknown person to show Photo Identification to compare against the nominated Emergency Contacts before allowing a child to leave with a person**
- In the instance that people on the Enrolment Form are unable to collect the child, the child may be collected by an additional adult after written permission is given by the parent/guardian (Education and Care Services National Regulations 2012 – Regulation 99(4)(a)(b))
- The Director will place any Court Orders or Parenting Plans concerning an enrolled child in the Important Child Information File and in the child’s Enrolment Form
- In the case of a custodial parent/guardian arriving at the centre to collect their child in a visibly intoxicated or unfit state to drive, the parent/guardian will be encouraged to contact an alternative adult to drive them and their child home or the centre will offer to call a taxi. Should the parent insist on taking their child the police will be informed
- A person under the age of sixteen is not permitted to collect a child from the service
- If a child is taken from the centre without appropriate permission then the police will be immediately called and the Education and Care Regulatory Unit will be notified within twenty four hours (Education and Care Services National Regulations 2012 – Regulation 176(2)(ii))
- Licensing agreements state that the centre has strict operating hours between 7am and 6pm; late collection of children will incur a fee of a \$2.00 a minute after 6pm. This amount is to be paid in cash within seven days to the staff member on duty and will be kept separate from account fees
- Staff will attempt to call the parent and/or emergency contacts to organise collection, if the child is still at the service by 6:30pm and a family member has not been contacted, Crisis Care will be contacted to take over care of the child
- Educators responsible for taking school aged children by bus to school must have an up to date first aid kit and emergency bag on the bus
- Educators must have a bus roll on the bus with children’s details and parents contact details at all times
- If there is a question regarding the child’s collection when the educator arrives to pick up, the educator must contact the parent or service director to ascertain whether the child is to be collected. If no permission can be sought then the child must be taken back to the service and every effort made to notify the parent/guardian
- If a child is not at the school when being collected the educator must contact the parent or service director to ascertain whether the child is absent and therefore not requiring pickup or if the child is missing. In the instance that a child is to be identified as missing the educator is to immediately notify the relevant authorities as well as the parent/guardian and the school. ECRU is also to be notified within 24 hours of the serious incident
- In the event of the bus breaking down the service director must be advised immediately. The director will then make arrangements to either contact roadside assistance to come to the bus and/or a replacement vehicle be sent to collect the children
- Educators will insure that the bus has enough fuel at all times. They will fill the bus as soon as there is less than half a tank of petrol/diesel

Policy Sources

Legislation

Education and Care Services National Regulations 2012 – Regulation 99, 158, 176, 168(2)(f)

Education and Care Services National Law (WA) Act 2012– Section 165, 167

National Quality Framework – Element 2.3.3

ACECQA - Guide to the National Law and Regulations – Page 68, 69

Child Care Management System

Centre Documents

Sign In and Out Forms, Enrolment Forms, Important Child Information File

USEFUL LINKS FOR FAMILIES/GUARDIANS

EARLY EDUCATION AND CARE

Centrelink/Human Services

<https://www.humanservices.gov.au/customer/dhs/centrelink>

My Child

<https://www.mychild.gov.au/>

ACECQA

<http://www.acecqa.gov.au/families>

Department of Education

<http://www.education.wa.edu.au/home/detcms/portal/>

ASSISTANCE AND HELP IN THE COMMUNITY

Hardship

[https://www.dcp.wa.gov.au/servicescommunity/Pages/HardshipUtilitiesGrantScheme\(HUGS\).aspx](https://www.dcp.wa.gov.au/servicescommunity/Pages/HardshipUtilitiesGrantScheme(HUGS).aspx)

Domestic violence

<https://www.wa.gov.au/information-about/community-safety/domestic-violence>

Drug and Alcohol Problems

<http://www.dao.health.wa.gov.au/>

Child Protection Help/Issues

<http://www.dcp.wa.gov.au/Pages/Home.aspx>

HEALTH AND SAFETY LINKS

Child and Adolescent Health Services

<http://www.caahs.health.wa.gov.au/general/CACH/index.htm>

Sids and Kids

<http://www.sidsandkids.org/>

Kidsafe

<http://www.kidsafe.com.au/>

Family Relationships

<http://www.familyrelationships.gov.au/Pages/default.aspx>

Ngala

<http://www.ngala.com.au/>

FAMILY LINKS

Kidspot

<http://www.kidspot.com.au/>

Kids in Perth

<http://www.kidsinperth.com/>

Buggy Buddys

<http://www.buggybuddys.com.au/>