

# Parent Information Booklet



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## WELCOME

Welcome to Caddens Kids Childcare Centre!

For many parents this will be the first time that you have entrusted anybody to provide care for your child/children other than yourself or family members. At Caddens Kids our team of educators are qualified, experienced child care educators or are obtaining a Certificate 3 in Early Childhood Education and Care qualification. Every staff member is employed with a firm commitment to providing nurturing and compassionate care for the children at the service. So, you can be assured that your child will receive high quality care in our brand new early childhood education learning environment.

Research in early childhood studies confirms that the early years of a child's life are fundamental to a child's social, emotional, physical, language and cognitive development. Stimulation and engagement with others from an early age sets a child up to learn, socialise and achieve success in their future experiences.

At Caddens Kids our commitment to the children and their families is that we will provide a quality service based on partnership with parents and the wider community. We will look to support your child, nurture them, provide positive guidance, empower them, educate them and help them on their path in life.

We offer a school readiness program to our Preschool aged children to assist them in preparation for school. We offer experiences to assist language, mathematical and social skill development.

We look forward to working with you and your children in providing quality care and experiences which can guide children in their journey of life-long learning and remember,

**"In life, experience is the best teacher."**

## PHILOSOPHY

Caddens Kids Childcare Centre is a long-day care centre for 76 children with ages ranging from 6 weeks to 6 years old.

Our philosophy relates to everyone involved with the centre: staff, children and parents.

As professional educators with a vast and diverse set of experiences our belief is

**“In life, experience is the best teacher.”**

At Caddens Kids we encourage play based-learning and discovery through our targeted teaching methods which have proven success in developing resilience and confidence in our children. Their individual identities are shaped and developed by providing numerous opportunities to develop problem-solving skills, which creates a sense of belonging within our community and the wider community.

Our curriculum and teaching practices are guided by the outcomes established by the 5 principles of the Early Years Learning Framework. ( [www.aceqa.gov.au](http://www.aceqa.gov.au))

Staff and management at Caddens Kids believe that every child is an individual and we will aim to develop and foster this individuality as much as possible, with respect and positive guidance.

Appropriate experiences will be tailored to the different ages and stages of children in our care. These experiences will be incorporated into a stimulating program that caters for all children's needs, strengths, interests and abilities in a way that is challenging and stimulating. The program will also consider the individual needs of families through open communication. An awareness of diversity will be accommodated in the program covering the many cultural representations in our community.

We will provide a warm, friendly, safe, healthy and educationally sound environment in which all children will be treated equally regardless of gender, nationality and abilities. We will foster the best learning environment where children are encouraged to develop to their full potential.

## AIMS

We aim to:

- nurture the children first and foremost
- build positive self-esteem in children
- recognise that children are unique individuals who have their own ideas
- ensure that a caring, adult person is available to each child every day, to provide physical comfort and contact
- provide the children with experiences that will help them cope with life's changing circumstances
- accept children and adults for who they are
- encourage empathy in children and encourage them to help each other
- encourage children to listen to each other and adults

- provide the children with opportunities to socialise with other children and adults
- provide a loving, secure, safe, friendly environment that is child orientated and is controlled by caring, competent adults.
- meet the needs of children's families as much as possible
- encourage family involvement
- encourage good relationships between the centre and children's families
- provide a program that meets the immediate and long-term needs of children in all development areas and on an individual basis
- provide a program that allows children's individual creativity to develop at their own pace
- allow children choices regarding the activities in their environment
- provide careful supervision
- provide regular small group times
- provide flexible programs that incorporate learning centres
- meet and promote the needs of children and adults in the service
- provide a working environment that promotes staff contentment
- have consistent policies / guidelines throughout the centre but be prepared to adjust them to suit the changing needs of the individuals in the service
- make health and hygiene a high priority
- provide a varied and nutritious menu

## **OPEN DOOR POLICY**

At Caddens Kids you are always welcome to see your child or speak with one of our team.

There is no need to call or tell us that you are coming, our Open Door Policy welcomes you at any time.

We'd also love for you to come in and join in some of our programs such as cultural events, art/craft/music experiences.

Your participation is valued and welcome.



## FEES

Room	Fees	Method of Payment
Platypus Room 0-1yr	<b>\$122 per day</b>	Direct Debit Only
Emus Room 1-2yrs	<b>\$122 per day</b>	Direct Debit Only
Koalas Room 2-3yrs	<b>\$118 per day</b>	Direct Debit Only
Kangaroos Room 3-5yrs	<b>\$110 per day</b>	Direct Debit Only

- Please note the centre does not provide nappies, creams or baby formula.

**Administration fee:** (non refundable) \$75 per child or \$100 per family of children upon enrolment.

**Security deposit:** \$200 or 2 weeks full time fees, whichever is greater, to be paid at the time of enrolment. This will be used as your last week's fees or refunded, provided that two (2) weeks written notice is given when you wish to withdraw your child.

### Child Care Subsidy (CCS)

The government provides fee relief to eligible families through the Child Care Subsidy scheme. Applications to claim the Child Care Subsidy (CCS) are made through the Department of Human Services by completing an online application at <http://www.humanservices.gov.au> and logging in to your account. Once your application has been processed you will be notified by the Department of Human Services of your entitlements. If you have not received this information upon your child starting at Caddens Kids Childcare Centre full fees will need to be paid. CCS will only be applied to a family's fee account from the first and last day your child is physically present at our centre. If a child is absent from care on their first or last day, this day and any consecutive days will be charged at full fees as per the legislation.

In order to be eligible to receive the CCS:

- The child must meet the immunization requirements
- The individual parent or their partner must meet the residency requirements
- Parents must complete an Activity test in order to determine the number of hours subsidized by the government

Further information can be found at [www.education.gov.au/child-care-subsidy-activity-test](http://www.education.gov.au/child-care-subsidy-activity-test)

### Priority of Access

The government stipulates the following order for priority of access to child care:

**Priority One:** A child at risk of abuse or neglect

**Priority Two:** A child of a single parent or parents who satisfy the work/training/study test

**Priority Three:** Any other child

### **Payment of fees**

Fees will be paid on a weekly or fortnightly basis by Direct Debit ONLY.

All payments must be made via iPay Direct debit. This form is part of the online enrolment for your child.

On the Direct Debit form, you have the choice to have the fees deducted by direct debit from your account or by a Visa payment. No cash or cheques will be accepted. Upon your child's enrolment you accept that this is the only method of fee payment.

### **Receipts**

Receipts will be used for each payment and sent to your email. You can also check on the HubHello portal at any time. Monthly statements will be provided at the end of each month or upon request.

### **Absences**

If your child is absent due to sickness, family commitments or for other reasons, fees are still payable to the service. Parents are requested to inform the centre by **9.30am** on the day of attendance if your child is going to be absent.

### **Late fees**

Parents are encouraged to arrive at the centre at least 15 minutes before closing time to collect their children. This provides time to sign the child out, discuss the child's day with staff, collect their belongings and exit the building. This allows staff time to finalise checklists and secure the building before their departure. Please note that Late fees are determined by the service's clock.

A **late fee** of \$30 for the first 15 minutes or part thereof after 6pm, then \$3 per minute thereafter will be incurred to parents who pick up their children after 6pm. This fee will go toward paying staff overtime rates.

### **Non payment of fees**

Fees must be kept up to date at all times. If fees are in arrears at any time the service will follow the procedures outlined below:

(a) Overdue notice sent via email

(b) Letter of termination

(c) The director will contact the parent 1 day prior to termination as a reminder that enrolment will be terminated the next day.

It is the parent's responsibility to communicate with Centre management regarding any outstanding fees. If you are experiencing financial hardship please speak with us and we may be able to make alternative arrangements. Failure to do so may result in your child's enrolment being withdrawn.

Communication is the key to maintaining harmonious relationships, especially in situations of financial hardship.

### **Termination**

Two weeks written notice is required if discontinuing attendance at the Centre. If no notice is given, then 2 weeks fees must still be paid.

## SETTLING IN TIME

We would encourage you to visit the Centre with your child before he/she begins regular attendance. Coming to a child care centre for the first time or changing from one centre to another can be rather daunting for a child. You are welcome to remain with your child to help him/her become familiar with unknown surroundings and faces.

Every child is different. Some will settle into the routine straight away, as though they'd been here for years! Others take longer - some can take up to a couple of months to feel totally settled. But rest assured, they do have lots of fun at Caddens Kids Childcare Centre with all the toys, games, painting, socialising, etc. Before long you will be wondering how to get them to leave!

It is important to always say "goodbye" when you leave in the morning. Sneaking away when your child isn't looking just upsets them more when they realise you're not there, and could cause them to become 'clingy' in the future. They may lose their feeling of trust and security, and not want to involve themselves in play for fear of being left.

Feel free to spend some time in the morning playing with your child. If you are finding it hard to leave your child, a staff member is always there to lessen the distress of separation. Children usually feel happier being left with a staff member, rather than standing alone if they are not already playing.

Parents are very welcome to ring the Centre during the day if they are concerned about their child's welfare.



## BEHAVIOUR MANAGEMENT

Caddens Kids Childcare Centre believe that positive behaviour guidance is facilitating in the children the ability to respect themselves and others, and to show that respect through their behaviour. We believe effective positive behaviour guidance is not physical or mental punishment. It is liking children and letting them know they are liked. It is caring enough about them to provide sensible and clear rules, both for their protection and so they feel safe having limits set.

If your child does have some behaviour issues that you'd like to discuss with staff, please feel free. If staff identify a behavioural or social problem, they will discuss it with you.



## WHAT TO BRING EACH DAY

### Platypus and Emus

Each day parents are required to bring the following items with their child:

- All nappies required for the day
- Any creams or lotions required at nappy change time
- Any bottles and formula required for the day
- 2 changes of clothes
- A hat for outdoor play time
- 1 cot sized fitted sheet and 1 cot sized flat sheet for sleep time
- Any comforter items required such as a dummy (to be placed in your child's individual labelled container) or small soft toys

### Koalas and Kangaroos

Each day parents are required to bring the following items with their child:

- All nappies required for the day
- Any creams or lotions required at nappy change time
- A water bottle
- 1 change of clothes
- A hat for outdoor play time
- 1 cot sized fitted sheet and 1 cot sized flat sheet for sleep time



## ARRIVALS AND DEPARTURES

Caddens Kids Childcare Centre operating hours are 7am to 6pm, Monday to Friday, 50 weeks per year.

It would be beneficial to your child if they are here by 9.30am so they can take full advantage of the programmed activities.

When you arrive each morning, you must sign in upon your arrival to the Centre on the iPad in the downstairs foyer. It is important that you do remember to sign in as accurate attendance will be relied upon in an emergency evacuation. Please let a staff member in your child's room know that you have arrived.

When you arrive, please put your child's bag in their locker.

Medicines, if any, are to be shown to a staff member and then put into the fridge or medicine cabinet and a form filled out.

Baby bottles and formula are to be placed in the baskets provided in the room.

Upon your arrival at the Centre to collect your child you need to sign your child out on the iPad in the downstairs foyer and let a staff member know you are here when you collect your child in the afternoon

When you collect your child, remember to clear out the locker as another child may be using the locker the following day.

The lost property box should be checked regularly for any of your child's possessions that may be missing.

If your child is to be collected by someone else, please ensure that we have their details on file on the enrolment form that you completed. People authorized by you to collect your child need to be over 18 years of age. If we do not have parent's permission for collection by another person, we cannot let the child go with them. A note signed by the parent nominating a person to collect their child should be given to the Nominated Supervisor. Alternatively, an email can be sent to the centre if no "authorised for collection" person is able to collect. We will ask to see the collection person's licence or Government issued ID for safety and security reasons.

In the case of a late pick up (6pm) and you have not made contact with the Centre, staff will contact persons you have listed on your enrolment form to make arrangements to come and collect your child.



Please notify us if your child will be absent or late.

## HEALTH CARE

Proof of immunisation must be presented upon enrolment of your child.

The recommendations of the NSW Department of Health (Public Health Act 1992) will be strictly adhered to in the event of an outbreak of a contagious disease. Children must be kept home until they are fit to return along with a Doctors clearance certificate.

Children need to be kept home and a Doctors certificate provided if they have:

Chicken Pox	Cold Sores	Conjunctivitis
Diarrhea	Diphtheria	Head lice
Impetigo (scabby sores)	Infectious Hepatitis	Measles
Mumps	Ringworm	Rubella
Scabies	Severe temperature	Tonsillitis
Vomiting	Whooping cough	Severe skin rash/infection
Discharge from eyes, ears, nose		Excessive mucus from cough

If your child becomes ill during the day with a suspected contagious illness, but the Doctor concluded during the day that it is not a contagious illness, a medical certificate must still be presented stating that the child is not contagious and is fit to return to the Centre.



If a child appears ill, (is not their 'usual self', is lethargic, pale, complains of a sore tummy, earache, headache, has a temperature) staff will monitor their condition and regularly take their temperature. Ice packs and any other first-aid equipment will be used as appropriate to the situation.

Staff will phone parents to let them know that their child isn't well. If their parents wish to collect their child straight away, they may. Otherwise, staff will monitor the child's condition and inform parents if the child needs collecting later in the day.

Parents will be asked to collect their child from the Centre if they become sick so that both the sick child and the other children are given the best possible care.

On enrolment at Caddens Kids Childcare Centre, parents are asked to sign an accident emergency form granting staff, in an emergency, full permission to arrange immediate medical attention.

## **MEDICATION**

If your child should require medication during the day, details must be given on an Authorisation to Administer Medication Form. Each day your child requires medication a form needs to be filled out. Both must be handed to a permanent staff member who will then place the medication in the medicine box in the fridge or in the medicine cabinet. Medication which has a Pharmacy label on it is the only medication which staff will be authorised to administer.

**Please do not leave any medication in your child's bag.**



## **NO SMOKING POLICY**

Caddens Kids Childcare Centre has a non smoking policy.

Smoking is not permitted within the Centre or in the grounds. Smoking is not something we want role-modelled to the children. Passive smoking can increase the risk of heart disease, lung cancer, trigger asthma attacks, cause watering eyes, headaches and sore throats.

## **TOYS**

As there are a variety of fun, educational toys at the Centre, we request that your child does not bring any toys. A comfort teddy for rest time is fine. This avoids conflict with peers and distress should the toy become lost or broken.

If your child is really insistent that they bring it, show the toy to teachers and friends and then take it with you as you leave in the morning.

Violent toys such as guns and swords are not to be brought to the centre at all.

No responsibility can be taken for the loss of toys.

## MEALS AND FOOD

Caddens Kids Childcare Centre will provide morning and afternoon tea and lunch every day for each child.

The cook prepares all meals. A menu is displayed weekly in the foyer.

Children are offered a range of healthy and tasty foods. If your child is a vegetarian or has a food allergy or religious belief relating to food, it is important that we are made aware of it. The cook will prepare meals incorporating appropriate variations for such children.

We request that children do not bring sweets, biscuits and chocolates to the centre as we provide a nutritious dietary program. Birthdays however, are special events and you are encouraged to bring along cupcakes to share with all the children. Please provide a list of the ingredients so we can make sure children with allergies to certain ingredients are not given the cupcake.

**Morning tea** will be served from 9.30am. It will usually consist of a variety of fruit, healthy snacks and milk.

**Lunch** will be served from 11.00am. Lunch may be a hot or cold meal depending on the weather.

**Afternoon tea** will be served from 2.45pm. It will consist of fruit and healthy snacks.

Meals will provide the recommended daily requirements.

Mealtimes are meant to be pleasant occasions where children are NOT forced to eat everything, however, they are encouraged to taste the foods on their plate. This will enable the children to experience different tastes and textures. Seconds are served if children are still hungry.

Interaction is VERY important and is strongly encouraged at meal times between both adults and children, and children and children.

In the Kangaroos (3-5yrs) room the lunch at times may be placed in bowls in the middle of the tables and the children help themselves. They are encouraged to only take a small portion first so if they are hungry, they can get some more. The children are asked to scrape off their plates and place them on the trolley.

In the Koalas (2-3yrs) room food is served up for the children, because of the safety issue. When children have fruit, they are offered a choice which they can choose from.

In the Platypus (0-1yrs) and Emu (1-2yrs) room the children will be fed food and bottles individually by staff as children's individual needs require.



## CLOTHING AND NAPPIES

Please remember to pack at least 1 complete set of spare clothes each day for your child. Please ensure that clothing is appropriate to the weather. **Label everything!**

If your child is in nappies, please pack enough disposable nappies to see them through the day.

Please remember to return any of the Centre's spare clothing that may have been lent to your child as soon as possible.

Children being children, they can get messy sometimes. We do provide paint aprons and do our best to keep your children clean, but please do not send them in their best clothes. Comfortable T-shirts, shorts or dresses that don't matter if they get dirt or paint or glue on them are best for preschool. Clothes that children can easily get on and off are best, particularly if they are toilet training. Remember children also love to run and climb, so try and avoid flowing skirts, etc.

Please do not send your child in thongs or, they fall off easily and could cause an accident when climbing or running. Children should wear closed in shoes to protect their feet during outdoor play. Shoes may be removed when they are playing in the sandpit, however they should be worn at all other times.

Caddens Kids Childcare Centre has a 'no hat, no play in unshaded areas' policy. Please remember to pack a labelled bucket style or broad brimmed hat as per the Cancer Council requirements every day for your child.

As part of our Sun Protection Policy, we also require children to wear clothing so that their shoulders are covered.

There is a lost property box for any stray items. No responsibility can be taken for lost clothes.

Your child's personal washing will be sent home for you to launder. If your child's clothes are soiled, we will rinse clothing in water and place it in a plastic bag in your child's locker for you to take home.



## **REST TIME**

The children have a rest after lunch. Children are not forced to sleep, but most drop off with some sleepy music and gentle pat on the back. If you specifically do not want your child to sleep, please speak to their educator. Remember, children at this age do lots of energetic play and really do need enough sleep to compensate, particularly if they are here for long hours. Quiet activities are set up for those who don't sleep.

Sleep stretchers are provided. We ask that you bring 1 cot sized fitted and 1 cot sized flat sheet labelled with your child's name each day they attend the Centre in a labelled drawstring bag. In cooler months you may also provide a light blanket - our rooms are air-conditioned to cater for warm and cool weather.

The sheets are placed in your child's locker on the last day of your child's attendance at the centre each week. Please take the sheets home, launder them and return them the following week.



## **PROGRAMMING STRUCTURE**

All programs are based upon the individual needs and developmental levels of the children at Caddens Kids Childcare Centre. The staff in each of the rooms is responsible for appropriate programming and evaluation/reflection of the room's group program. To ensure that children are catered for in a culturally and developmentally appropriate manner, activities which are integrated into the weekly or small group programs, wherever possible, include aspects of diversity.

Each room programs on a weekly basis according to the observations recorded during the preceding week's activities, individual children's interests and community events.

## PARENT PARTICIPATION

At Caddens Kids Childcare Centre we believe parent involvement is an important and integral aspect in the development of our centre. We welcome and encourage parents to share their ideas or their time at the centre and on excursions. If you have any special talents, resources or ideas we would love to know about them. Children love to see new faces, so if you would love to spend some time in the room reading to the children, singing or demonstrating your "special talent", please let a staff member know and we'll organise something.

If you have anything at home that you no longer use, but may be of use to Caddens Kids Childcare Centre please bring it along. Some useful items are: food containers, clothes for dress-ups, kitchen utensils, dolls, ice cream containers, nappy wipes containers etc, . . . the list could go on forever. If you have access to cheap useful items such as paper, pencils, craft material, fabric, etc, please let us know.

Staff are happy to explain how the weekly program is designed. If you have any comments, please talk to your child's teacher.

Parent - teacher interviews or reports will be conducted once a year. If you feel that you would like to have a meeting with your child's teacher at another time, this can be arranged.

We also have a few parent nights throughout the year which are based on parental needs at the time. This "need" is usually found through questionnaires or a letter. So, watch out for these.

If you ever have a complaint that needs voicing, speak to the relevant staff member. If you still are not satisfied, please speak to the Nominated Supervisor who will do her best to resolve the issue.

Our aim at Caddens Kids Childcare Centre is to provide an environment where the child's total development is nurtured in a warm and caring atmosphere. This is best achieved if we are working with parents as partners.

