



RATED
EXCEEDING
NATIONAL QUALITY STANDARD



*where love
comes to life*

PEACE LUTHERAN KINDERGARTEN



Parent Handbook 2018

**Cowley Street, Kamerunga, Qld, 4870
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Hours: Monday to Friday 8:00am – 5:00pm



Australian Children's
Education & Care
Quality Authority™



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WELCOME

We are delighted that you have chosen Peace Lutheran Kindergarten for your child's kindergarten year.

At Peace Lutheran Kindergarten, we provide your child with a safe, secure and supportive learning environment. Our program stimulates young minds to think independently and promote their own learning. It fosters creativity, challenges thought processes and supports co-operative learning. We support the needs, interests and abilities of each child and recognise them as the unique individuals that they are.

This information booklet has been designed as a guide to help you and your child settle into our service and for you to have an understanding of our policies. It contains useful information about Peace Lutheran Kindergarten, the way it is managed and what to expect during your time here.

'Peace Kindy' is a 48 place not-for-profit Kindergarten. Catering for children 3.5-5years, with 12 staff; 48 children (daily), and a ratio of 1:11.

The Service is open from 8am to 5pm, Monday to Friday, 48 weeks per year, closing on Public Holidays and 4 weeks over Christmas and the New Year.

Please keep this booklet saved so that you can use it as a reference for general information and policies. Some policies are only summarised in this booklet. The full details of policies are available at the service upon request. Any comments you may wish to make regarding policies are also welcomed. Policies are developed through consultation with QLECS, staff, families and the community.

We look forward to sharing the coming year with you and your child, and the partnerships the year may bring.

NB Where you see the term 'Reg' in the handbook, the reference is to the Education and National Laws and Regulations that govern Early Childhood Services.

Philosophy & Mission Statement

Peace Lutheran Kindergarten is committed to providing quality learning opportunities while nurturing the development of all students in a Christian Centred community.

To support this Philosophy Peace Lutheran Kindergarten aims –

1. to provide for each child with a wide range of experiences and activities that will stimulate interest in and a desire for learning;
2. to provide an atmosphere where each child is encouraged to recognise and develop their individual talents as fully as possible;
3. to provide a setting where children can explore the development of Christian values, attitudes and relationships;
4. to give each child quality learning opportunities in a play-based environment as a foundation for future formal learning;
5. to stimulate interest in, and to provide opportunities for, growth in creative and cultural pursuits;
6. recognise that each child is a strong and competent person, capable of contributing to the construction of the learning in which they will be engaged;
7. to create an atmosphere in which learning is valued, excellence is encouraged and honest effort is recognised and praised regardless of academic capabilities.

Dates for 2018

Our first day for 2018 will be Monday 15th January and our last day will be Friday 14th December.

Peace Kindy will be closed on Public and Regional holidays being the Cairns Show Day Holiday.

Fees will be charged for all public holidays unless indicated. In fairness to all families public holidays, sick days or holidays cannot be swapped for other days. If you require an extra day, relevant charges will apply.

EDUCATIONAL PROGRAM AND PRACTICE

Children's Learning

Our Program is based on *Being, Belonging and Becoming: The Early Years Learning Framework (EYLF)* and the *Queensland Kindergarten Learning Guideline*. We focus on children learning through play, enjoyment, freedom and friendship. We believe it is important for children to have opportunities to foster the development of self-esteem, creativity and growth at their own individual pace.

The program provided at Peace Kindy contributes to the following outcomes:

- children have a strong sense of identity
- children are connected with and contribute to his or her world
- children have a strong sense of wellbeing
- children are confident and involved learners
- children are effective communicators

Play is a context for learning that:

- allows for the expression of personality and uniqueness
- enhances dispositions such as curiosity and creativity
- enables children to make connections between prior experiences and new learning

- assists children to develop relationships and concepts
- stimulates a sense of wellbeing

Our core belief is that learning is assisted when children feel in control of their lives and actions. This is developed through frequent opportunities to make real choices and decisions. Self-discipline is a natural outcome of being able to make real choices, and the children are free to choose the areas of interest in which they will participate throughout the day as individuals and as part of the group.

Learning is enhanced when we encourage children to organise their thinking in ways that make sense to them and to represent their ideas and meaning through appropriate symbol systems. Use of symbol systems such as language, drawing, modelling, construction and pretence allows the development of increasingly sophisticated thinking and communication of ideas to others.

The program is developed from a holistic perspective so that the following learning domains are addressed for each individual child:

Social, Emotional, Cognitive, Language, Physical, Spiritual

Daily Requirements

Please ensure that all of your child's belongings are clearly named.

What to Bring in your child's labelled bag:

- **Hat** – Legionnaire or broad brimmed hats that protect the face, neck, ears and crown of the head are essential.
- **Bag** – Small enough for your child to carry, but able to hold all belongings.
- **Spare Clothes** – A full set of spare clothes – sensitive to season and weather.
- **Clothing** – Sunsmart clothing should be worn at all times - singlets are discouraged.
- **Lunch Box** – containing morning tea, lunch items and afternoon tea. A plastic lunch box with minimal packaging is preferred (**insulated bags are not recommended as these are not able to be refrigerated, morning tea is separated.**)
- **Drink Bottle** (clearly named).
- **One sheet bag** – containing a cot size fitted and flat sheet. Pillows are not necessary.
- **One Library Bag.** Available from Week 3

We request that all toys stay at home as they can become easily lost or broken. Comfort items are welcomed for rest time.

Daily Procedures

Arrivals and Departures

Upon arrival and departure at Peace Lutheran Kindergarten the custodial parent or authorised nominee is responsible for following the required sign-in/out procedure. Failure to follow this correctly could result in CCB/CCR payments being affected.

If you are going to be on a different contact number during the day, please advise staff.

A child may only leave the education and care service premises under any of the following circumstances: a parent or authorised nominee collects the child, a parent or authorised nominee provides written authorisation for the child to leave the premises. (Reg 99)

Please be punctual and keep to the session times indicated on the cover of this information book as this helps the program to run smoothly. If you are unable to collect your child at the Kindergarten's **closing time of 5.00 pm**, please arrange for another authorised person to do so. Please ensure that the staff at Peace Kindy are notified of the altered arrangements. If the person picking up your child is not known by the staff, they will be asked to show identification before your child is released into their care. Please be aware that if you cannot collect your child by the 5.00pm closing time you will incur a late fee.

On arrival at Peace Kindy (preferably by 9am), please assist your child with their morning tasks. These tasks will include putting their bag and sheets into their locker, putting on sunscreen and their hat, putting their drink bottles into the area provided, putting their lunch box directly into the fridge.

Please supervise your child **and their siblings** before and after drop off and pick up times. We ask that when collecting your child in the afternoon you do so in a timely manner and leave the grounds as soon as you have collected your child. Peace Lutheran Kindergarten will not be liable for any activity of persons on the grounds of Peace Lutheran Kindergarten before or after its licensed hours.

The Kindergarten opens at 8am, children and families are not permitted to enter before 8am.

Custodial Issues: Parents/guardians are required to notify the Service Leader about any details of legal custody of the child and any court orders. An up-to-date copy will be required to be kept at the service.

Routines

In the program you will see a predictable pattern to the day, which is designed to give your child a sense of routine and security. Integrated into the predictable events of the day, interesting and motivating experiences are planned to challenge and stimulate children in the areas of social, emotional, physical, creative and intellectual development. We are committed to the provision of opportunities for learning and nurturing and to the development of children in ways which are informed by quality research and theory.

Spiritual Links

Staff at the centre will embed components of the Christian curriculum into the program as well as celebrating significant events from the Christian calendar such as Easter and Christmas. The children participate through songs, bible stories, our sacred space, conversations and giving thanks. Peace Lutheran Kindergarten share links with the College through Christian programs and activities.

RELATIONSHIPS WITH CHILDREN

Interactions with Children

The educational program offered by Peace Lutheran Kindergarten will- encourage children to express themselves and their opinions, allow children to undertake experiences that develop self-reliance and self-esteem, maintain the dignity and rights of each child, give positive guidance and encouragement to each child, consider the family and cultural values, age, and physical and intellectual development and abilities of each child. (Reg 155)

Relationships in Groups

Peace Lutheran Kindergarten will provide opportunities for children to interact and develop respectful and positive relationships with each other and with staff” (reg 156)

COLLABORATIVE PARTNERSHIPS WITH FAMILIES

Communication - Partnerships

We believe that the partnerships between parents and their child's teachers are very important. For this to be effective, it is the responsibility of both parties to communicate clearly and openly with each other. Staff cannot always predict parent's concerns or questions, so please be active in approaching the teacher for discussions. We may arrange a suitable time to talk outside of the program time so that due time and attention can be given to your concerns or questions about your child's progress.

Contact Details

Please keep your contact details up-to-date. This allows for quick communication in the event of an illness or emergency.

Please ensure that authorised nominee names and numbers are current at all times.

Daily or Weekly Communication

Communication regarding the day's events will be available through email and displayed information in the room.

Regular newsletters help the Staff communicate the program, interests and events at Peace Lutheran Kindergarten. Information will be emailed regularly, shared on notice boards. Please ensure your email address is current and you frequently check for information.

Family Information Board

Notices and information for families are displayed in the foyer area. We ask you check regularly for new information. If there is something you wish to display please discuss with the Service Leader.

Advisory Group

Peace Lutheran Kindergarten Advisory Group is comprised of members from the parent group, staff and local community. The group meets once a term. The QLECS CSM will often attend these meetings.

The aims of the group are to; concentrate on planning and goal setting; explore, decide upon and coordinate fundraising ventures and family events; provide a support network for families.

Photographs

Service photographs are taken once a year and we ask that families read the notices about these days and inform staff if you do not wish to partake in these.

At Peace Kindy we also photograph the children regularly. Photographs are taken of children completing tasks and at play, this assists us in documenting progress and development of each child. These photos also become the basis of visually displaying the program, activities and achievements.

CHILDREN'S HEALTH AND SAFETY

Children's Clothing

Please dress your child in clothing that is suitable and appropriate for active play. Suitable clothes are those that are easy for your child to manage independently, easy to move in and of no concern if stained from art activities. It is a Peace Lutheran Kindergarten requirement that children wear t-shirts or tops with sleeves that cover the shoulders (in preference to tank-tops or singlet tops), to further ensure protection from the sun.

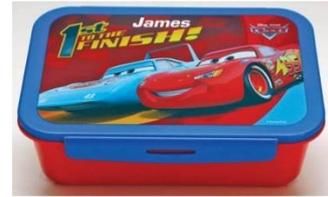
Children should be able to manage their own clothes when going to the toilet. It is recommended that they wear shoes to encourage independence

Nutrition

You are required to provide your child with food and drink for morning tea, lunch and afternoon tea each day. We promote good nutrition and healthy eating habits at Peace Kindy.

- Please make sure your child can open all containers and packaging to promote their independence.
- It is better to provide more food rather than less food for your child.
- Please provide a drink bottle (clearly named) each day. 500ml – 750ml are a good size to ensure your child is drinking enough water each day. Please send your child's bottle along filled to the top with water each day.
- We request that you do not send lollies, cordial, juice, chips, chocolate, or foods high in sugar, preservatives, flavouring and colouring.
- If we have a child enrolled at Peace Kindy with severe or anaphylaxis allergies to certain foods or food products, we may ask all parents to exclude these items from their child's lunch box. This ensures the health and safety of the child with the allergy.

Foods we love at Kindy	Foods we like to stay at home
Fruit - fresh or dried	Roll ups
Vegetables	LCM'S
Yoghurts	Chocolate yoghurts/custard
Cheese	Chocolate muesli bars
Sandwiches/wraps/rolls	Chips
Left overs eg. Spaghetti Bolognese, Quiche	Lollies
Rice Crackers	Chocolate cakes



Recommended lunch boxes (that fit in the fridge) and are non-spill.

If your child has any special dietary considerations, please make us aware of these. Parents are asked to provide a detailed list of foods that your child is not allowed to have.

Special Occasions

We love to celebrate your child's birthday at Peace Lutheran Kindergarten. Parents are welcome to bring cupcakes for the children to share and celebrate their child's birthday with their Peace Kindy. Each group has 24 children and 3 teachers.

We also celebrate other special events or holidays during the year with food, often multi-cultural, and endeavour to make cooking experiences a regular part of our program.

Rest and Relaxation

Resting is an important part of the day. An atmosphere conducive to relaxation is provided to allow children to 'recharge'. Children rest quietly on their own bed, sleep if needed and then undertake quiet activities after a period of relaxation.

An approved service must take reasonable steps to ensure that children's needs for sleep and rest are met, having regard to each child's age, development and needs. (Reg 81)

Behaviour Guidance

All staff guide children's behaviour with support to learn generally accepted social skills within the community. Staff encourage and develop strategies for children to respect themselves, others and property through behaviour management and support. Staff provide programs that are play-based and allow children to learn about social skills and rules, appropriate to their developmental level. All children are supported with behaviour strategies that ensure respect, dignity, privacy and personal growth. Children are encouraged to be involved in the development of the room rules and others throughout the Service. Staff have a good knowledge of the individual needs of each child including their developmental abilities, family background and cultural beliefs.

If staff observe inappropriate behaviours, they will analyse the reasons and/or contributing factors and implement strategies to change the behaviour. This may include having conversations with parents/guardians about the child's behaviour at home and strategies being used by parents/guardians. Ongoing difficult behaviour may require outside intervention from a professional agency.

Please refer to *QLECS Behaviour Guidance Policy (5.03)*

Incursions and Excursions

To complement the curriculum from time to time we will be inviting visitors into Peace Kindy to offer an extension to the program. We will also take children on escorted journeys to the Peace Lutheran College campus.

Parents will be notified of upcoming events through newsletters and the notice board.

Performance shows / Incursions at Peace Lutheran Kindergarten, will incur an additional cost.

“A written authorisation must be given by a parent or other person with authority for an excursion, before a child leaves the approved service”. (Reg 102)

Hygiene and Safety

We take great care to provide a safe and hygienic environment for the children in our care. We aim to reduce the chance of accidents and minimise cross infection. The following procedures are implemented:

- The service is cleaned each day and at any time during the day if needed.
- All equipment and grounds are checked regularly and maintained in a safe condition.
- Soft fall areas have been established under climbing and swing areas to absorb the impact if a child were to fall.

The ‘washing of hands’ is a very effective way to prevent the transmission of disease.

We teach children the following procedure when washing their hands:

- Use soap and running water.
- Rub your hands vigorously as you wash them.
- Wash your hands all over, including: backs of hands, wrists, between fingers, under fingernails.
- Rinse your hands well.
- Press dry your hands with a single-use disposable paper towel.
- Place used paper towels in the bin.

Children wash their hands:

- Before eating.
- Before cooking.
- After going to the toilet.
- After playing outside.
- After touching nose secretions, or putting fingers/hands in their mouths.

Staff wash their hands:

- Before handling food.
- After going to the toilet.
- After cleaning up faeces, vomit, or administering first aid.
- After wiping a child’s nose, or their own nose.

- On arrival at the Kindergarten.

Illness and Injury Policy

At all times there is at least one staff member in each room that holds a First Aid qualification. The care environment is arranged and resources selected, according to safety guidelines so that the risk of injury to both children and staff is minimised.

The minimum exclusion guidelines (see Exclusion Guidelines in QLECS Policies 2B:08 and 2B:11) have been written on the premise that children who have been ill will not return to the Service until they are fully recovered. A letter from your Doctor may be required.

Children with contagious illnesses will not be admitted to care and non-immunised children will be excluded (as per Policies 2B.08 and 2B.11). As per your enrolment agreement, the Service must be advised of any contagious illnesses.

In the case of injury to a child whilst in care, staff will administer appropriate first aid immediately. Please refer to Policy 2B:10 for more detailed information on the Service's procedures in relation to illness and injury.

If first aid has been given to your child during the day, staff will complete an incident /injury form which you will be required to read and sign.

An approved service must have in place policies and procedures in the event that a child is injured, becomes ill, or suffers a trauma. These procedures should be followed and must include the requirement that a parent be notified, as soon as possible and within 24 hours, in the event of an incident, injury, illness or trauma relating to their child. (Reg 85 – 87)

An approved service must take reasonable steps to prevent the spread of infectious diseases at the service, and ensure that the parent or emergency contact of each child enrolled at the service is notified of the occurrence of an infectious disease as soon as possible. The service must have policies and procedures in place about dealing with infectious diseases. (Reg 88)

Medication

Please refer to Policy 2B:13 for specific information in regards to medication.

Peace Lutheran Kindergarten have a policy for managing medical conditions which sets out practices in relation to the following: the management of medical conditions, if a child enrolled has a specific health care need, allergy or relevant medical condition, procedures requiring parents to provide a medical management plan, requiring the development of a risk minimisation plan in consultation with the child's parents, requiring the development of a communications plan for staff members and parents. (Reg 90)

If a child enrolled at the service has a specific health care need, allergy or other relevant medical condition, parents must be provided with a copy of the policy. Where a child has been diagnosed as at risk of anaphylaxis, a notice stating this must be displayed at the service. (Reg 91)

Medication must not be administered to a child at a service without authorisation by a parent or person with the authority to consent to administration of medical attention to the child.(Reg 92- 96)

In the case of an emergency, it is acceptable to obtain verbal consent from a parent, or a registered medical practitioner or medical emergency services if the child's parent cannot be contacted. In the case of an anaphylaxis or asthma emergency, medication may be administered to a child without authorisation. In this circumstance, the child's parent and emergency services must be contacted as soon as possible (Reg 92- 96).

The medication administered will be from its original container before the expiry or use-by date, in accordance with any instructions attached to the medication or provided by a registered medical practitioner, prescribed medication, from a container that bears the original label with the name of the child to whom it is prescribed, with a second person checking the dosage of the medication and witnessing its administration, details of the administration must be recorded in the medication record.

Please note: Non-prescribed medication will NOT be given.

Puffers and Inhalers

For asthma and any medication for the long-term treatment of asthma, a management plan from the child's doctor is required at least every six months or when medication or dosage changes. Individual medication and equipment is to be supplied by the parent. The medication form will need to be filled out and signed by the parent/guardian on arrival and also on their return to the Service, if medication has been administered.

Anaphylaxis Medication

Parents/Guardians must provide a completed management plan that outlines the medical condition of, and recommended treatment for the child. A signed consent form for injection of medication must be kept at the service. For further information, please discuss with the Service Leader prior to your child's commencement. A risk minimisation plan will also need to be completed with the Service Leader.

Sun Protection

As you are aware, Queensland has the highest incident of skin cancer in Australia. Staff will apply sunscreen several times a day and hats must be worn. Please apply sunscreen to your child prior to or on arrival at the Service. Please ensure that clothing is sun smart also. Sleeves are required for all children to protect shoulders.

Hats are compulsory for all children and staff.

Emergency and Evacuation Procedures

Emergency and evacuation procedures are prominently displayed in the rooms and are clearly visible to staff and visitors. These procedures include emergency services, contact numbers and locations and local meeting points in the event of an evacuation. A copy of the emergency procedures for the Service is distributed to all new staff and volunteers on their first day at the service. Parents, staff, contractors, trades people and visitors are referred to

the Emergency Procedures for appropriate action in the case of fire or other emergency requiring evacuation/lock-down. If you arrive at the Service during an evacuation or lock-down, please follow the direction of the Service's staff.

All children are regularly familiarised with evacuation/lockdown procedures at the discretion of the staff.

Child Protection

All staff are committed to protecting children and young people from harm and promoting children's safety, dignity and wellbeing.

All educators and staff at the service who work with children are aware of the current child protection law in the provider's jurisdiction and understand their obligations under that law. (Reg 84)

Immunisation

Immunisation is the least expensive and most reliable method of preventing some infections. The Federal Government recommends that parents/guardians have their children immunised. The immunisation status of your child must be completed on your child's enrolment form. Families who choose not to immunise their children, other than for medical exemptions, will not receive government subsidies. Parents are responsible for providing staff with updated immunisation information. Children who have not been immunised will be excluded from care during specific outbreaks or epidemics of some infectious diseases such as measles and whooping cough. For information relating to fee payment during exclusion periods, please refer to Policy 2B.09 and the Immunisation enrolment agreement.

Tobacco, Drug and Alcohol Free Environment

Please note that there are specific exclusions boundaries in regards to smoking- 5 metres beyond the property boundary.

"The Service provides an environment free from the use of tobacco, illicit drugs and alcohol" (Reg 82).

STAFFING ARRANGEMENT

Our Staff and their Roles

Children at Peace Lutheran Kindergarten are in the care of qualified and suitably trained staff members.

To maximise the quality time that staff have to spend with the children in their care, a cleaner is employed to assist with the disinfecting and cleaning of Peace Kindy. The cleaning services are conducted out of work hours.

Service Leader's Role - Mandy Lloyd

The role of the Service Leader is to work closely with staff, QLECS, the College and parents to ensure the effective and efficient day to day running of Peace Lutheran Kindergarten. The Service Leader takes whatever action is necessary to ensure the health and safety of the children at Peace Lutheran Kindergarten. The Service Leader is responsible for ensuring high standards in both the administrative and educational programs and for planning and supervising the groups of children at Peace Lutheran Kindergarten.

Teacher's Role- Miss Emily, Miss Kerrie and Miss Victoria,

The role of the Early Childhood Teacher is to work closely with the Service Leader, Assistants, and parents, to ensure the effective and efficient day to day running of the room. The Teacher is responsible for planning and implementing high quality educational programs. Work Days Differ...

Miss Emily – Monday to Friday - 8.00 am to 3.00 pm (non-contact 2-3pm)

Miss Kerrie – Monday and Tuesday - 8.00 am to 4.30 pm (non-contact 3.30-4.30pm)

Miss Victoria – Wednesday to Friday – 8.00 am to 4.30 pm (non-contact 3.30-4.30pm)

Educators's - Miss Mia, Miss Debbie, Miss Meena, Miss Rebekah, Miss Anna, Miss Kaitlyn (Relief Miss Gemma, Miss Mallory)

The role of the Educators at Peace Lutheran Kindergarten is to be supportive in working with children, parents and other staff members. The Educators provide professional support and co-operate with the Service Leader and Teacher. The shifts being throughout Monday to Friday from 7.30 am to 3.00 pm, 9.30 am to 5.00 pm or 10.30 am – 4.30 pm

Notices of current staff and groups are displayed on the Parent Notice Board

Families will be informed of staff changes via email.

Students and Volunteers

Our Service welcomes students and volunteers. We receive requests from Universities, TAFE Colleges and schools to host students who are taking part in work experience programs that relate to Early Childhood Education. Before any student or volunteer is permitted to spend time at our service, they must be approved by the Service Leader, hold a Positive Suitability Card and sign confidentiality and policy agreements. Families will be notified if a student will be visiting the service.

Volunteers may also be accepted, only after careful screening and consideration of the children's needs. All volunteers, apart from a parent of a child who is in attendance, must hold a Positive Suitability Card.

Professional Development

The Service actively supports on-going Professional Development of all staff. Staff members attend courses, seminars, conferences and workshops throughout the year. Suitably trained relief staff will be employed in the absence of staff members.

LEADERSHIP AND SERVICE MANAGEMENT

Queensland Lutheran Early Childhood Services (QLECS)

QLECS support and oversee the running of the Service, including financial, staffing and compliance matters. QLECS is the Approved Provider's representative for all Lutheran Early Childhood Services in Queensland. Each service has its own Children's Services Manager and their details are displayed in the family information area of the Service. The Children's Services Manager (CSM) is part of the QLECS Operations Team and works closely with the staff of the Service in areas such as programming, regulatory requirements, grant applications, staffing, financial administration and any other areas as required.

Service Approval

Peace Lutheran Kindergarten's Approved Provider is the Lutheran Church of Australia Queensland District.

The National Quality Framework (NQF) requires all Services to undertake a quality rating and assessment process. The National Quality Framework sets a national benchmark for the quality of education and care services. The National Quality Framework is divided into seven Quality Areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and Leadership

The Children's Services Manager (CSM) is part of the QLECS Operations Team and he/she will work closely with the staff of Peace Lutheran Kindergarten, ensuring smooth operations and administration by QLECS. The Children's Services Manager provides assistance to Peace Lutheran Kindergarten through curriculum support, approval assistance, grant applications, staff support and advice, financial administration and support, and other areas as needed.

The Approved Provider

Peace Lutheran Kindergarten approved provider is Queensland Lutheran Early Childhood Services.

Assessment and Rating Process

From 2012 the National Quality Framework (NQF) requires services to undertake a quality rating and assessment process. The National Quality Framework sets a new national benchmark for the quality of education and care services. The National Quality Framework is divided into seven Quality Areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and Leadership

Fees

Our Service is a not-for-profit organisation that relies on the prompt payment of fees to remain financially viable. Fees are set by QLECS in conjunction with the Service Leader and are based on a carefully considered budget. Any surplus is expended into improving equipment, resources, facilities and building improvements at the Service. Fees will generally be reviewed annually and maintained as low as possible. It is important that your fees are kept up to date at all times.

Daily Fee	\$76.50
Enrolment Fee	\$55.00
Waitlist Fee	\$20.00

Under the Queensland Kindergarten Funding Scheme each child participating in a Kindergarten program is entitled to participate in ONE government funded 15 hour program of Kindergarten each week.

The Service also provides sunscreen. Should you wish to apply your own sunscreen, you must inform the Service on enrolment and give your named sunscreen to your child's educator.

Payments must be continued during a child's absence for illness, holidays or for any other reason. Statutory holidays must be paid for however fees are not paid for the Christmas/New Year closure.

Failure to pay fees will result in your details being referred to QLECS where the debt recovery policy will be implemented. Please talk to the Service Leader if you are having difficulties paying your fees so that a payment plan can be implemented.

Upon enrolment, fees are payable two weeks in advance thereafter fees are payable each week. Fee accounts are issued weekly. Full fees are payable until enrolments meet CCMS requirements. Adjustments will then be made.

Late fees are charged to families who have not arrived by the Service's closing time. As late pick-up can be disruptive to staff and your child, we ask that if you know you are going to be late, please contact the Service and/or try and make other arrangements. If a parent/guardian has not made contact five minutes after the closing time, staff will try to contact the parent/guardian. If no contact can be made they will try the authorised persons indicated on the enrolment form. If no contact is made with anyone authorised on the enrolment form 30 minutes after closing time, the police will be called and we will follow their recommendations. The late fee is \$5.00 at 6.05pm then \$2.00 per minute after this.

Method of Payment

We are a cash free service and ask that all fees are paid electronically (Eftpos, Direct Deposit, Ezidebit)

Account Name- Peace Lutheran Kindergarten

Account Number- 258721

BSB - 034-002

Reference- Please use your child's name

If your family is experiencing financial difficulties or exceptional circumstances, please discuss this with the Service Leader. A payment plan may be established for you.

CCB and Absences:

Peace Lutheran Kindergarten is an Approved Care Provider and eligible parents/carers can access Child Care Benefit to assist with the payment of their fees. Child Care Benefit (CCB) reduces the amount you pay for your child care. To claim CCB families must apply for Customer Reference Numbers (CRNs) through the Family Assistance Office (FAO). Once you have been issued with yours and your child's CRNs you need to supply them to the Service Leader so that the information can be entered into the Service's software system.

The Service uploads child enrolment and attendance information weekly via the services software system to the government's Childcare Management System. It calculates the CCB and fees are charged to the family minus your CCB entitlement. We realise this is a lot to comprehend and urge families to contact FAO on **13 61 50** should you require any extra information.

Absences

Each child is eligible for CCB for 42 days for allowable absences from care across all approved child care services during each financial year without the need to provide documentation, such as medical certificates. All absences beyond the first 42 days will only be paid for as 'additional absences' if parents/guardians provide evidence that the absence has occurred under a permitted circumstance. Parents are required to sign the attendance sheet for absences. Additional absences do not include public holidays.

Discontinuing Enrolment

You are required to give **two weeks written notice** to the Service Leader if you are discontinuing your child's enrolment. **Fees are payable up to and including end of the notification date.**

Policies

Policies and procedures must be available at the service and readily accessible by all educators, staff, volunteers, families and regulatory authority staff. The approved provider must take all reasonable steps to ensure that the written policies and procedures are followed. (Reg 168)

This is a condition of enrolling your child at Peace Lutheran Kindergarten. The policies cover all aspects of operation and management of our Service in accordance with stakeholders. The policies also incorporate the Code of Ethics produced by Early Childhood Australia. If you would like to raise an issue about a policy, please put your views in writing addressed to the Service Leader and/or the Children's Services Manager.

"The Service has a range of policies and procedures readily available which include the following

- Delivery and collection of children
- Excursions
- Acceptance and refusal of authorisations
- Dealing with infectious disease
- Dealing with medical conditions
- Emergency and Evacuation
- Health and safety matters relating to
 - nutrition, food and beverages and dietary requirements
 - sun protection
 - water safety
 - administration of first aid
- Incident, injury, trauma and illness
- Child safe environment
- Staffing arrangements

- Staffing including
 - code of conduct
 - determining the responsible person present
 - participation of volunteers and students
- Relationships with children
- Interactions with children
- Service management
- Governance and management of the service, including confidentiality of records
- Enrolment and orientation
- Payment of fees
- Dealing with complaints”
(Reg 168, 171)

Inclusion Policy

Children have a wide variety of backgrounds and experiences. We recognise the unique individuality of each child and their family and observe a policy of acceptance and respect for everyone regardless of race, creed, gender, class, culture or ability.

Where a child has additional needs, parents/guardians are asked to discuss their child’s requirements/expectations with the Service Leader prior to enrolment. Medical/diagnostic information will be required.

Insurance

The service is fully covered by Public and Products Liability with Liberty International through the LCA Insurance Fund.

“The Service will keep a copy of their current certificate of insurance” (Reg 180).

Feedback and Concerns

Family input, comments and questions are always welcome. From time to time you may receive a survey or evaluation form asking you to provide feedback on you and your child’s experiences at the Service. Please take the time to read and respond to these requests as they assist us to improve the quality of our service. We value constructive feedback from all stakeholders.

Open communication is the most effective means of addressing any issues.

The following procedure is recommended for parents to follow if a concern arises:

1. In the first instance, please approach the Service Leader to discuss the matter. Be willing to express how you feel clearly and be open to working with the Service Leader to resolve this matter. This may involve more than one discussion.
2. Concerns that are unresolved can be conveyed to the Children’s Services Manager (CSM) verbally or in writing. Contact details for your CSM will be available at the Service.
3. Unresolved concerns can also be raised with the Cairns Regional Office.
Office for Early Childhood Education and Care
Department of Education and Training

P.O. Box 6094, Cairns Qld 4870

Ph: (07) 4037 3911 Email: cairns.ecec@det.qld.gov.au

CONCLUSION

Should you require further information or explanation regarding this booklet, please do not hesitate to contact us. We would welcome suggestions as to how to improve this booklet for the future.

It is our hope that your family will enjoy being a part of our Kindergarten community.