

# Kookaburra Child Care Centre Parent Handbook



## *Our mission statement*

*At Kookaburra we are committed to working together with children and their families to embed strong roots of belonging, allowing the children to grow and learn to their fullest potential. We understand and value play and real life experience as the most effective context for learning in the Early Years.*

# Contents Page

Welcome to Kookaburra	Page 3
Centre Hours	Page 3
Authorities Contact Information	Page 3
Assessment and Rating	Page 3-5
Centre Philosophy	Page 6-7
Staff	Page 8
Centre Policies	Page 8
Programming	Page 9
Arrival and Departure	Page 10
Excursion	Page 11
Events at the Centre	Page 11
Authority to Administer Medication	Page 12
Sickness and Infectious Diseases	Page 12
Handwashing	Page 13
Medical Conditions	Page 13
Emergencies	Page 14
Child Protection	Page 15
First Aid	Page 15
Menu	Page 15
Rest Time	Page 15-16
Environmental Sustainability	Page 16
Students, Volunteers and Work Experience	Page 17
Immunisation of Children	Page 17
Interactions with Children	Page 18
Birthdays	Page 18
Toys	Page 18
Important Information	Page 18
What to bring to Kookaburra	Page 19
Family Grievance	Page 19-20
Priority of Access	Page 20
Accounts/Fees	Page 20-21

# Welcome to Kookaburra Child Care Centre

Kookaburra is a community based not-for-profit Incorporated Association which is run by a Volunteer Parent Committee. When you enroll your child at the Centre you become a member of the Association. This means you can attend general meetings of the Committee which are held on the first Thursday of every month (however sometimes this may change due to other commitments by the Committee, please check with the Office if you are planning on attending a meeting for location and time).

The Parent Committee is made up of President, Vice President, Secretary, Treasurer and 3 members. The Committee is formed via a nomination and voting process held around March or April of each year. Only people with children currently enrolled in the Centre are eligible to be nominated for a position. Committee members are voted into office by a majority rules vote held at the Annual General Meeting.

All positions on the Committee are voluntary and gain no monetary payment for the performance of these roles. A position on the Committee is a huge responsibility; members of the Committee are the Licensees of the service and as such bear a financial responsibility for the service. The Committee are governed by our Associations constitution in which they are referred to as the financial members. This means they have the power to make decisions on the operation of the Centre and the allocation of funds. The day to day running of the Centre is the responsibility of the Director who reports to the Parent Committee on a monthly Basis.

If you have any questions for or about the Committee please feel free to see the Director at any time and she will be more than happy to discuss any issue with you or pass your query of concern onto the Parent Committee.

## Centre Hours

Our Centre is strictly open from 7:00 am to 6:00pm weekdays (excluding Public Holidays). Late fees apply outside these hours. The Centre is in operation for 51 weeks a year or according to the demand and at the Committee's discretion.

Please notify us of your child/ children's absence before 9:00am.

Our Telephone number is: (07) 49 552 398

## Authorities Contact Information

Office for Early Childhood Education and Care	1800 637 711
ACECQA	1300 422 327
Department of Communities (Child Safety)	1800 811 810

## Assessment and Rating Process

Kookaburra is assessed by the Office for Early Childhood Education and Care, under the Child Care Act 2002 and must comply with this Act and the Education and Care services National Regulation 2011, including, for example, the requirements relating to activities, experiences and programs, staff members qualification, number of staff members and children.

The National Quality Standards (NQS) promotes continuous quality improvement.

Children's Education and Care services covered under the Education and Care Services National law are assessed and rated against the NQS. The process reflects a uniform approach to assessment and reporting across the range of service settings. The relevant regulatory authority in each state and territory undertakes the assessment and rating process. It is also the point of contact for any questions services may have about the assessment and rating process. {Reference from ACECQA website}. (See more at: <http://www.cecqa.gov.au/national-quality-framework/assessments-and-ratings#sthash.mRcbZHCT.dpuf>)

As part of this process services are required to display their ratings so they are clearly visible to anyone who enters the Centre. You can find our Assessment and Rating certificate, along with our service approval displayed on our notice board in our front foyer.

Kookaburra is currently assessed as **Working Towards**.



Service Approval Number: SE-00000217  
Assessment and Ratings ID: 15/488640



## KOOKABURRA CHILD CARE CENTRE

has achieved the following ratings:

Quality Area 1	Educational program and practice RATING: Working Towards National Quality Standard
Quality Area 2	Children's health and safety RATING: Working Towards National Quality Standard
Quality Area 3	Physical environment RATING: Working Towards National Quality Standard
Quality Area 4	Staffing arrangements RATING: Meeting National Quality Standard
Quality Area 5	Relationships with children RATING: Working Towards National Quality Standard
Quality Area 6	Collaborative partnerships with families and communities RATING: Meeting National Quality Standard
Quality Area 7	Leadership and service management RATING: Working Towards National Quality Standard

The overall rating for a service is determined by the combination of the Quality Area ratings achieved.

If a service is rated below the National Quality Standard in any Quality Area, the overall rating will reflect the lowest Quality Area rating. To achieve an overall rating of Exceeding National Quality Standard, a service needs to achieve Exceeding National Quality Standard in four or more Quality Areas of which two must be from Quality Area 1, Quality Area 5, Quality Area 6 or Quality Area 7.

This service is rated overall at

**WORKING TOWARDS NATIONAL QUALITY STANDARD**

Department of Education and Training  
Date of issue: 3 December 2015

This service has been assessed against the *National Quality Standard for Early Childhood Education and Care and School Age Care* and these ratings have been awarded in accordance with the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*

Departmental Reference Number: 60/9/470



# Service Approval Certificate

Department of Education and Training

Section 48, *Education and Care Services National Law*

## Service Approval



### NAME OF EDUCATION AND CARE SERVICE

Kookaburra Child Care Centre

### LOCATION OF EDUCATION AND CARE SERVICE

256 Bedford Road, Andergrove Qld 4740

### DATE APPROVAL GRANTED

3 October 2016

### SERVICE APPROVAL NUMBER

SE-00000217

### NAME OF APPROVED PROVIDER

Kookaburra Child Care Centre Association Inc

### MAXIMUM NUMBER OF CHILDREN

This service is approved to provide education and care to 76 children aged from birth up to and including school age children.

\*The maximum number of children may only be exceeded in the circumstance set out in regulation 123(5) of the Education and Care Services National Regulations.

### WAIVERS

N/A

### PRESCRIBED CONDITIONS

The approval is granted subject to the conditions as set out in Section 51 of the *Education and Care Services National Law* and any conditions prescribed in the Education and Care Services National Regulations

### OTHER CONDITIONS

It is a condition of this service approval that the mirrors installed in the Nursery room at the service are constantly maintained and operational to ensure the facilitation of supervision of children at all times they are being educated and cared for at the service, having regard to the need to maintain the rights and dignity of the children as required under regulation 115 of the Education and Care Services National Regulations.

Issued by: Leanne McBean

Early Childhood Manager  
Central Queensland Region  
Department of Education and Training





# BECOMING

*Play*

## WELLBEING

### OUR WORLD

### ACTIVE LEARNING

### COMMUNICATION

### IDENTITY

## BEING

*Real Life  
Experiences*

CHILDREN

**PRACTICES**

**PRINCIPLES**

# BELONGING

# Our Centre Philosophy

This image of a melaleuca tree is a visual representation of our philosophy about quality care and education for young children at Kookaburra Child Care Centre.

The **natural environment** in which the tree grows represents the beautiful natural play spaces we take such pride in at our Centre. We believe that contact with nature can lead to a number of benefits for children's wellbeing and learning, such as improved cognitive function, increase creativity, and improved interaction with others. We believe that by providing beautiful natural environments for children, they will develop respect for the world around them and want to be involved in caring for the environment through sustainable practices.

We imagine the **child as a tree**, capable of learning and growing on its own, making its own choices as to which way it bends its branches. We believe that children are capable, competent, curious, creative, active and self-motivated. We believe in promoting children's sense of agency and encouraging them to see themselves as competent members of society.

The **strong roots of belonging** represent our belief that a strong sense of belonging allows children to learn and grow to their fullest potential.

This sense of belonging is reinforced by our **rich soil of Principles** - seeing the rights of the child as paramount and building secure, respectful and reciprocal relationships with children, having high expectations and viewing children as successful, competent and capable learners, promoting equity, inclusion and diversity, valuing Aboriginal and Torres Strait Islander cultures, respecting and supporting the role of parents and families and building strong partnerships with them, having high expectations of our practice and continuing to improve through ongoing learning and reflection.

Our **trunk of being** represents our value of the here and now for children. Just as we recognise that trees grow at their own pace—so do children. We believe in allowing children the time to get to know themselves as they are now, to build and maintain relationships with others, to face challenges and enjoy the simple pleasures of day to day life.

The **branches of becoming** represent the five broad directions in which our educators facilitate children's learning as guided by the Early Years Learning Framework and the Queensland Kindergarten Guidelines. These include Identity, Our world, Wellbeing, Active learning and Communication.

This learning is enriched by the **Sunlight of play and real life experiences**. We understand and value play and real life experiences as the most effective contexts for learning in the early years. Play and real life experiences and associated social interactions help children to build and strengthen brain pathways, develop social competence, build confidence and resilience and a sense of agency.

The **Watering can of Practices** represents the practices of our Educators which extend children's growth and learning—holistic approaches, responsiveness to children, intentional teaching, learning through play, continuity of learning and transitions, assessment for learning, learning environments, cultural competence.

**Sources:** *What makes a good play area for children?* Wood & Martin; The University of Western Australia.

*Promoting independence and agency;* NQS PLP e-Newsletter No. 64 2013; Early Childhood Australia.

*Belonging, Being & Becoming— The Early Years Learning Framework for Australia 2010;* Australian Government Department of Education and Training.

## Staff

Notices stating the current information about groups and staffing are displayed at the Centre. Each room is staffed by a Lead Educator/Teacher and Educators

The Centre is staffed by the following personnel:

<b>Director</b>	<b>Angela Watson</b> Diploma of Children's Services Advanced Diploma of Children's Services
<b>Assistant Director</b>	<b>Ashleigh Ludlow</b> Diploma of Children's Services Advanced Diploma of Children's Services
<b>Office Manager</b>	<b>Chloe Ranger</b> Cert III in Business Administration Diploma of Business Administration Dual qualification—Cert IV in Account and Bookkeeping (currently studying)
<b>Clerk</b>	<b>Leigh Graham</b> Diploma of Children's Services
<b>Teacher</b>	<b>Alyse Edmestone</b> Bachelor of Learning Management (Early Childhood)
<b>Lead Educators</b>	<b>Amy Danastas</b> Cert III in Children's Services Diploma of Children's Services  <b>Cheryl de Wolf</b> Cert III in Children's Services Diploma of Children's Services  <b>Kara Duffy (Educational Leader)</b> Cert III in Children's Services Diploma of Children's Services
<b>Educators</b>	<b>Brooke Giles</b> Cert III in Children's Services Diploma of Children's Services  <b>Jessica Kelly</b> Cert III in Children's Services Diploma of Children's Services  <b>Laura Russell</b> Cert III in Children's Services Diploma of Children's Services  <b>Julie Arbeithuber</b> Cert III in Children's Services Diploma of Children's Services (Currently Studying)  <b>Georgie Hall</b> Cert III in Children's Services Diploma of Children's Services

## Educators

### Quona Mooney

Cert III in Children's Services

### Ashlee Bassani

Cert III in Children's Services

Diploma of Children's Services  
(currently studying)

### Shawnee Deveigne

Cert III in Children's Services

### Sarah Nitz

Cert III in Children's Services

Diploma of Children's Services

### Ashleigh Neill

Cert III in Children's Services

Diploma of Children's Services  
(currently studying)

### Ayesha Billington

Cert III in Children's Services

### Sally Catania

Cert III in Children's Services

### Zoe Pitt

Diploma of Children's Services  
(currently studying)

### Kody Smith

Cert III in Children's Services

Diploma of Children's Services  
(currently Studying)

### Demi Hake

Cert III in Children's Services

Diploma of Children's Services  
(currently studying)

### Teniah McDonald

Cert III in Children's Services

### Emma Addis

Cert III in Children's Services

### Pamela Barfield

## Cook

## Centre Policies

It is a requirement under the Education and Care Law that families are aware of the Centre's policies, these are found on our website—[www.kookaburrachildcare.com.au](http://www.kookaburrachildcare.com.au). As part of the enrolment process we ask families to read the following policies and sign that you have read and understood them.

- \* Administration of Medication policy
- \* Emergencies & Evacuation Policy
- \* Curriculum & Pedagogy Policy
- \* Students, Volunteers & Work experience
- \* Sleep, Rest & SIDS prevention policy
- \* Anti-social Behavior policy
- \* Health & Infectious diseases & exclusions policy
- \* Incidents, Injury, Trauma & Illness Policy
- \* Child Protection & Protective behaviors Policy.
- \* Sun Protection Policy
- \* Handwashing Policy
- \* Medical Conditions Policy
- \* Excursions Policy
- \* Debts Policy
- \* Animals & Pets Policy
- \* Family Grievance Policy





# *Belonging, being and becoming*

## Programming

Australia has a National Quality Standard linked to national learning frameworks that recognize children learn from birth. These frameworks outline practices to support and promote children's Learning.

Belonging, Being and Becoming: The Early Years Learning Framework for Australia ('Early Years Learning Framework') - The Early Years Learning Framework guide educators in developing quality programs for children. It describes the early childhood pedagogy (principles and practice) and the outcomes required to support and enhance young children's learning from birth to five years of age, including their transition to school.

Our Kindergarten Room works with the QLD Kindergarten Learning guidelines (QKLG) whose principles and outcomes directly align with those of the EYLF.

Kookaburra is committed to the provision of quality early childhood education for all children. We aim to provide quality early childhood education by using these approved learning frameworks to guide our pedagogy and curriculum decisions making.

Here at Kookaburra Child Care Centre we use 'StoryPark' to document the wonderful learning experiences your child/ children have encountered during their time here.

StoryPark is a program that is readily accessible to families via their smartphone or computer. Families will only have access to **their** child/children's portfolio. You will be able to see first hand what your child has been learning throughout the day at the touch of a button. Upon enrolment the Lead Educator in your child's room will set up a portfolio on Storypark for your child. You will then receive an email invite to access your child's portfolio. Follow the prompts to set up your account and you are ready to go.

Families will be able to have direct parent input into our program via this platform and can add in stories from home which allows our Educators to maintain good connection between home and care environment.

If you would like further information please feel free to discuss with the Director/ your child's Lead Educator.

Our Lead Educators are given non contact time out of the room each week to develop wonderful educational experiences for the children. During this time Educators will document each child's learning from the previous week and upload it to Storypark for families to share and enjoy. Don't be afraid to comment as our Educators love getting feedback from families.

### **Educational Leader**

Our Centre has a designated staff member who is the Educational Leader. This role is to lead the development and implementation of educational programs guided by the approved learning frameworks. They will support educators in using an ongoing cycle of planning, documenting and evaluation children's learning to continually develop the educational program and think critically about what is offered and why.

## Arrival and Departure

Upon arrival and departure at the Centre, you will be required to sign the Attendance book in your child's room. This is of high importance as Educators need to be aware of all the children in attendance at the Centre at any time, this is so our Centre can account for all children in case of emergency and evacuation. We have strict guidelines to ensure that parents and relatives are aware of the process for signing children in and out, so that an accurate record of attendance for each child is available. This is a legislative requirement under the Education and Care Services National Regulations under the Education and Care services National Law 2011.

We encourage families to stay for a period of time to settle your child into the Centre and also to stay at departure time. At Kookaburra we ask all families to see the Educators in the rooms upon arrival and departure. This is so Educators and parents have the opportunity to have informal chats and discuss the child's day and to pass on any messages. Attendance books are made available in prominent areas of the rooms so it is easily assessable to families.

### Authority to Collect

At the time of enrolment, parents will be asked to appoint an Emergency Contact, this contact will have authorization to collect your child from the Centre if needed. Initially anyone collecting a child that is not their parent's will be required to provide the Centre with photo identification, a copy of which will be taken and kept in your child's file.

At times situations do occur when an alternate person (other than the child's parents or Emergency contact) will need to collect a child from the Centre. In this situation a parent may phone or leave a written message on the attendance sheet that someone else is to collect their child/children. Photo identification will be required. This person must be at least 16 years of age. If no identification is available, the parents will be phoned to give a description of the person.

If a person should arrive at the Centre to collect a child and there is no information on the enrolment form authorising the person, the child will not be handed over to that person.

In this instance the parents will be contacted immediately and advised the name of the person who is attempting to collect their child. We will follow parent's instructions, but also seek identification from the person before allowing them to collect the child.

### ***When you arrive remember to:***

- *Sign your child in or out.*
- *Inform staff of any illness/ medication your child might need, please then fill out a Medication Record Form*
- *Inform staff if anyone else will be collecting your child.*
- *Inform staff if you will have an alternate contact number for the day.*



# Excursions

Kookaburra aims to provide children with excursions into the Community to extend their experiences beyond those offered at the Centre.

Excursions for all the groups at Kookaburra are arranged throughout the year. If an excursion involves leaving the Centre and you do not want your child to participate you can request that they stay at the Centre supervised by another Lead Educator.

Educators will ensure there is an appropriate adult to child ratio when planning and implementing an excursion. Parents are encouraged to come along to all excursions to share in the wonderful learning experiences the children at our Centre have.

Prior to your child attending the excursion you will be required to fill out an excursion permission form indicating you are happy for your child to attend.

Children are required to wear appropriate clothing considering the weather and activity of the excursion. Closed in footwear and hats are required to be worn on all excursions. Children will be required to wear a Label with Kookaburra Child Care Centre and our contact details.

Prior to the excursion and informing families Educators will perform a risk assessment and managements plan, investigate transport requirements and establish the availability of the facilities (e.g. toilets, places to eat, handwashing facilities etc.). Once all preparation have been completed Educator's get the Directors approval and then will inform families of the Excursion.

If you have any ideas you would like to see as an excursion please feel free to see your child's Lead Educator.

## Events that come to our Centre

Not only does our Centre provide learning experiences through excursions, the children are also provided with fun and unique educational experiences that come to the Centre. These include but are not limited to Multicultural music performances, visits from emergency services and animal farms. We do understand that some families may not wish for their children to participate in certain events that may take place at the Centre. Please see your child's Lead Educator or Director if you do not wish for your child/ children to participate.

### Fun events around our Centre

- **Smarty's active squirtz**—Kim comes to our Centre weekly and uses fun physical activities for the children to learn and grow.
- **Centre photos**—Each year our Centre gets indivual and class photos taken.
- **Centre Discos**— Our Centre regularly has Centre discos for our children and families, where they are able to meet and greet with our Educators and other families from the Centre.





## Sickness & Infectious Diseases

Infection with or without illness are common in children. When children spend time in childcare Centre's or other facilities and are exposed to a large number of children for long periods, the risk of illness is higher and infectious diseases spread.

It is not possible to prevent the spread of all infection and illnesses within our Centre; however minimizing the spread of infectious diseases is an important part of the quality childcare provided at Kookaburra.

If a child is generally unwell they may show the following signs:

- sleep at unusual times
- Have a fever
- Cry constantly or be quite irritable as a result of discomfort due to illness
- Need constant one on one care

Excluding sick children and adults is an important way of preventing infection at the Centre.

If your child displays any of the above symptoms or the staff feel your child is in the need of medical attention or would benefit from staying home to rest, you will be notified to collect your child.

Children should not be brought to the Centre unless they are able to cope adequately with normal daily routines and activities within the program.

Kookaburra will provide families with fact sheets if an infectious disease has been present in the Centre (e.g. Gastro). These fact sheets will have exclusion periods, please refer to these or our 'Time Out' poster displayed in the Foyer of our Centre.

**Our Centre has a strict 24 hour exclusions period for Gastro.**

### Head lice:

Children will be excluded until appropriate treatment has been started. There must be no live lice present in the child's hair. Kookaburra reserves the right to respectfully and discretely check children's hair if head lice are suspected.

If you would like to discuss this further please feel free to see our Centre Director.

## Authority to Administer Medication

Administering medication to children at the request of their family is a task that requires attention to detail, record keeping, teamwork, and common sense. It is a responsibility that must be taken seriously, due to the potential health risks, and litigation issues that may arise as a result of incorrect administration. **Accuracy is a priority.**

**Medication (including Panadol, Nurofen and other forms of pain relief) is required to have a label from the pharmacy which states the Child's full name and correct dosage to be administered. Staff will be unable to administer medication without this correct label.**

Should a child require medication to be administered, the medication record form should be completed for each day that medication is to be administered. Medication forms can be found in your child's room, please ask the staff if you require one. Medication should be taken to the Kitchen where it is stored in a lockable 'Medication box' out of the reach of children.

If a child requires ongoing medication, a continuous medication record form should be completed. If the medication changes including dosage or frequency, families must inform staff and a new form must be completed.

In a situation where children may require medication during care and does not have a Medication Form filled out, verbal authorisation may be given over the phone and the medication form may be filled out by staff and signed by the parent/guardian at the next opportunity. The child must have correctly labelled medication available at the Centre for this purpose.

During the enrolment process families will sign to give permission for 'appropriate medical attention be given to my child in an emergency'. This includes Medication administered to a child without an authorization in the case of an anaphylaxis or asthma emergency.

If medication is administered under emergency circumstances, the approved provider or nominated supervisor of the education and care service must ensure that the following are notified as soon as practicable:

- A parent of the child
- Emergency services

# Handwashing

Maintaining high standards of hygiene is essential in preventing the spread of infectious diseases and ensuring good health. Effective hygiene practices assist significantly in reducing the likelihood of children becoming ill due to cross-infection or as a result of exposure to materials, surfaces, body fluids or other substances that may cause infection or illness.

Parents, children and visitors are asked to wash their hands on arrival and departure of the Centre. This aids the Centre in preventing the spread of infection. Hand Sanitizer is available in the front foyer as well as in each room.

## Medical Conditions

Kookaburra Child Care Centre commits to ensuring the safety, health and wellbeing of all children and adults in our Centre. When a child who has a specific health care need, allergy or relevant medical condition is enrolled at our Centre additional requirements must be met to ensure that the child's safety, health and wellbeing is protected.

Upon enrolment, families will need to document any medical conditions of their child on the Enrolment Form. You will need to inform the Centre if anything changes with your child's medical condition, this includes; any new medication, ceasing of medication, or any changes to your child's prescription. Families will be reminded each term to provide any updated information about medical conditions. Regular reminders will also be included in the Centre newsletter.

Families will need to provide the Centre with a copy of their child's Action Plan which is to be signed by a medical practitioner prior to the child attending Kookaburra. This action plan will be displayed in the Centre foyer, staff room, Kitchen and the child's room. In addition to this, your child's Lead Educator will then produce a Medical Risk Management Plan, which will be displayed in the child's room.

On your child's first day of care you will be required to bring all appropriate medication which needs to be clearly labelled. Medication will not be accepted if it is not labeled appropriately. You will also be required to fill in the continuing medication form.

If you do not bring the appropriate medication (e.g. an EpiPen for anaphylaxis), you will not be able to leave your child at the Centre.

***Medical Conditions that must be documented on the Enrolment Form, and any relevant information regarding their condition will be kept on file:***

- Asthma
- Diabetes
- Allergies
- Anaphylaxis
- Diagnosed at risk of anaphylaxis
- Any other special medical condition mentioned by a child's family or registered medical practitioner using the Enrolment form



# Emergencies

At Kookaburra we have a duty of care to ensure that all children, educators, carers, families, management, volunteers and visitors are provided with a high level of protection during the hours of operation.

Unfortunately at times Emergency situations can occur, this may be in the form of a Medical Emergency or Emergency Evacuation situation. Kookaburra will adhere to our Centre Policies and Procedures.

## Medical Emergencies

If your child is involved in an incident resulting in a medical emergency. Appropriate First Aid treatment will be administered immediately and you will be contacted. You will also be required to read and sign an incident form upon collecting your child/children.

## Head/Neck/Facial Injuries

The family of a child which has sustained head/neck/facial injuries will be notified by phone no matter how serious the injury may be, (e.g. a child has bumped their head).

## Illness/Fever

A child must be sent home or emergency services contacted if a child has a fever and/or is generally unwell, for example, they are floppy and drowsy or you are concerned about them.

*A fever can be defined as:*

- 38°C if a child is under 3 months of age
- 39°C if a child is over 3 months of age

## Emergency Evacuation

In the unlikely event of a Fire, Natural Disaster or Bomb Threat, Kookaburra will following the Centre's Evacuation Procedures. families, volunteers and visitors will be advised to follow this as well. Evacuation Map's to the appropriate assembly point are display around the Centre.

## Emergency Contact Details

It is important staff are able to contact you should any of these incidents occur. If you are going to have an alternate contact to what is on your Enrolment Card please inform the Director, Staff in your child's room or Office staff prior to leaving the Centre.

If both parents are unreachable we will then be required, to call your 'Emergency Contacts' you have listed on your child's Enrolment Card.



# Emergency Evacuation Procedure

## Fire Evacuation:

*When fire alarm sounds, evacuate to the appropriate assembly point, following the directions on the evacuation plan.*

\*Lead Educator collect attendance sheets and lead the children out of the Building. Educators check the toilets, store rooms, cubby holes and hiding places.

\*Kitchen/Office staff are to help the Nursery to carry the babies out to the fire evacuation assembly point.

\*Kindergarten staff to take the keys to unlock the rear gate

\*Director is to call 000, check the building and retrieve the evacuation bags, then join the rest of the Centre in the assembly area

## Natural Disaster:

\*Assemble all children, via the quickest route to the Toddlers Room (Play area 6 on Evacuation Map)

\*Group Leader to collect attendance rolls

\*Director to check the Centre is evacuated

\*Roll call—Group Leaders to ensure that all children are evacuated

\*Stay in shelter until conditions have eased

\*Supervise the children at all times.

In the event of a Natural Disaster, the Centre will take the same action as the Education Department. For example if school are closed then the Centre will be closed.

## Bomb Threat:

*Devised collaboratively with Sgt Simon Palmer*

*When bomb threat occurs over the phone the staff member is to remain calm and follow the Phone bomb threat checklist form. DO NOT hang up the phone. Ask another staff member to call the police using other phone line.*

\*Lead Educators collect attendance sheets, do initial head count and lead the children out of the building. Kindergarten staff to get back gate key.

\*Director to collect the evacuation bags and check the Centre is evacuated

\*Lead all children, following fire evacuation procedure into playground, then through to community hall and gather on other side of community hall building.

\*Roll call to ensure that all children are evacuated by Lead Educators.

## Locating a Bomb or Suspicious Article:

\*Do not touch or handle packages

\*Do not operate electrical devices in the area

\*Commence local evacuation



## Child Protection

Kookaburra aims to promote the safety and well-being of all the children within our care, which is each child's 'Human Right'.

Our staff all undertake Child Protection training every 3 years.

It is compulsory for Kookaburra to report any suspected child abuse cases.

## First Aid

Kookaburra Child Care Centre is committed to ensuring the health and safety of all staff, children, contractors and visitors.

The Education and Care Services National Regulations state:

The approved provider of a centre-based service must ensure that the following persons are in attendance at any place where children are being educated and cared for by the service, and immediately available in an emergency, at all times that children are being educated and cared for by the service.

- A) at least one Educator who holds a current approved first aid qualification;
- B) At least one educator who has undertaken current approved anaphylaxis management training
- C) At least one educator who has undertaken current approved emergency asthma management training.

At Kookaburra all our Educators are required to complete the following training:

- 1) CPR Training—*yearly*
- 2) First Aid Training—*3 Yearly*
- 3) Anaphylaxis & Asthma Management Training—*3 Yearly*



## Our Menu

Here at Kookaburra we prepare and provide all the meals. This includes a Morning Tea, Lunch, Afternoon Tea and a Late Afternoon Tea (if children are here late in the afternoons).

Our Menu is on a 4 weekly rotation consisting of a variety of Nutritious foods. The current week's menu is displayed for your convenience in our Foyer (near the Kindergarten entrance).

Our Nursery aged children are provided with Nutritious meals according to their developmental stages, this can range from puree, mash or finger foods.

Our Menu has been Assessed by Nutrition Australia and meets the standards required for children. Upon enrolment you will be able to document any special dietary requirements your child/ren may have.

If you have any recipes you would like to share with our Centre please feel free to speak to our Director or our Cook. We are always open to new ideas.

**PLEASE NOTE: KOOKABURRA IS A NUT AND EGG FREE CENTRE**

## Rest Time

Time to rest is extremely important to young children who are exposed to a very full and busy day. Sleep and rest times should be pleasant occasions for children during which they are encouraged to take a rest appropriate to their developmental needs.

At Kookaburra our aim is to provide sleep and rest periods for children, which meet the individual needs of the children and their families. We will provide information to parents regarding the sleep and rest needs and routines of young children.

The staff at Kookaburra follows the childcare practices recommended by the SIDS and Kids Safe Sleeping Program to reduce the risk of SIDS and create a safe sleeping environment.

Our Centre provides our Junior-Kindy and Kindergarten children with the opportunity to express their individual needs by choosing if they want to sleep, rest or continue to play, this promotes each child's agency.

**Children who choose to sleep/rest**, will be provided with a calming environment supervised by an Educator in the child's room. Soft sleep music will be played in the background. Each child's room develops different experiences for children during this time, this can range from story telling, meditation etc. Please feel free to see your child's Lead Educators to discuss individual sleep/rest routines.

## Rest Time –continued

**Children who choose to continue to play,** will be supervised by Educators in their room's outdoor environment. Individual activities will be set up and provided for the children to access as well as provide opportunities for staff and children to form relationships.

**Nursery aged children,** will be provided with their own cot to sleep in. Staff members will follow the child's individual routine and sleep times will be adapted to this. To ensure continuity of care Educators will follow sleep routines from home as much as possible (e.g. pat on back, sing lullabies etc.). For those children who wear teething necklaces, these will be removed at all sleep times.

**Junior Toddlers and Toddlers aged children,** will be provided with sleep mats and soft relaxation music. Our Educators will consult with parents when deciding what approach to take regarding sleep for their child, all factors that determine a positive sleep time, e.g. length of sleep, comforters, family consideration etc.

Upon enrolment families will be provided with the Centre's Sleep, Rest and SIDS prevention policy and procedures.

## Environmental Sustainability

At Kookaburra we are very fortunate to have a beautiful natural outdoor environment. We have a wonderful large play space that is filled with beautiful trees.

At Kookaburra we value the exploration of the natural environment and believe it helps children to develop an appreciation of the natural world, an awareness of the impact of human activity on the environment and to begin to think of ways in which they can contribute to a sustainable future.

We are committed to continually improving our footprint by implementing practices that contribute to a sustainable future. At Kookaburra we will support children to become environmentally responsible and show respect for the environment.

All staff, children, families and visitors are encouraged to follow our sustainable practices that are embedded into the Centre's operations and day-to-day running. Recycling containers can be found throughout the Centre and we include recycling as part of our everyday practice.



## Students, Volunteers and Work Experience

Kookaburra endeavors to support students, volunteers and work experience people in their efforts to become Early Childhood Professionals. They will be encouraged to complete their training gaining the knowledge and skills to provide children with care, support and developmentally appropriate programs.

We will provide every student, volunteer and work experience person at our Centre with learning opportunities, support and communication through their practical experience time, so that when they enter the Early Childhood Profession, they are competent in this field to help provide children with all they need to learn and grow.

Our Centre is required to have the current contact details for all students, volunteers and work experience people. Any students, volunteers and work experience people will not be left alone with the children and will be supervised by staff members throughout their time at the Centre.

## Immunisation of Children

Immunisation is the safest and most effective way of providing protection against early childhood diseases. After immunisation, children are far less likely to catch the diseases if there are cases within the community.

Children in a childcare setting are particularly at risk of infection because:

- They have close physical contact with a wide range of children and adults for long periods of time.
- They may have had little previous exposure to many common infectious diseases
- They have increased contact with materials that may be infectious
- They are continually being introduced to new children from a variety of cultures
- They have age-characteristic behaviors which contribute to the spread of infection.

The risk of infection can be increased in group situations. Hygiene procedures in group settings require more thorough attention than may be required in the home setting.

Upon enrolment families will be required to provide a copy of their child's immunisation record, you will also need to provide an updated copy each time your child has immunisations.

Children who are not up to date with their immunisations will be considered as **non-immunized**. Kookaburra will exclude any non-immunized children if there is an incident of any communicable disease occurs.

### No Jab No Pay

As of 1st January 2016 the government introduced 'No Jab, No Pay' in QLD. Children who are not immunized will not receive any fee relief (Child Care Benefit or Child Care Rebate), they will also not receive the Family Tax Benefit. Conscientious objection and vaccination objection on non-medical grounds will no longer be a valid exemption from Immunisation requirements.

If your child is non-immunized and attends Kookaburra Child Care Centre you will be required to pay full fees.





## Interactions with Children

At Kookaburra Child Care Centre our aim is to ensure that all interactions with children being educated and cared for at the Centre are respectful and positive and that there are opportunities for children to build positive and respectful relationships with each other and with staff and volunteers at the Centre.

All staff will interact with individual children in a way that:

- Encourages them to express themselves and their opinions
- Allows them to undertake experiences that develop self-reliance and self-esteem
- Maintains at all times the dignity and rights of each child
- Gives each child positive guidance and encouragement towards acceptance behavior
- Has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child.

## Birthdays

Birthdays at the Centre are a wonderful way for children to build relationships with each other and staff members. We feel celebrating birthdays at the Centre is important and enjoyable experience.

Kookaburra encourages parents to provide a cake, however we ask for no lollies or cordial please. If you are unsure on what to bring in please ask one of our friendly staff, they would be happy to assist you.

Please remember our Centre is a **Nut and Egg free Centre**.

## Toys

In the initial stages your child may like to bring a soft toy to the Centre to provide a link from home. However as the child settles we ask you to leave all other toys at home. Loss, damage and squabbles can often cause more distress than the parents refusal to allow the child to bring the toys in the morning.

## Important Information

Upon enrolment at Kookaburra Child Care Centre, your child will be given a 'parent pocket'. This is located in our foyer. Important Information including your weekly account will be placed there. We ask families to check their pockets regularly so you don't miss out on anything you may need to know about.

It is imperative that our records are kept up to date. Please notify the Office if any of the following changes:

- Telephone number
- Home address
- Work details change
- Doctor/phone numbers
- Emergency contacts details

## Parent Participation

Families are the primary influence in their children's lives and also have strong beliefs and values regarding the education and care of their children, and the experiences in which their children should be able to participate. Effective relationships between Educators and families are fundamental to the quality of Education and Care that children receive. {National Quality Standards 2013}

We appreciate that time is precious to working parents, however we would like you to feel involved in your child's learning. Some of the ways that you can offer support and be involved include:

- Joining our Parent Committee
- Participating in excursions
- Planning a day at the Center on a day off or whilst on holidays
- Brining in materials from home for the children to use and play
- Attending Centre Open Nights
- Attending Centre Discos and Christmas Carols
- Providing feedback via Story Park

## What to Bring to Kookaburra

Each day please remember to pack the following for your children:

### Nursery/ Junior Toddlers/ Toddlers

- Bottles of formula/Breast Milk for the day with lids (if required). Breast milk must be transported in a cooler bag from car to Fridge/ freezer.
- Dummy with cap or in a sealed container (if used)
- Nappies and Wipes (if used)
- Nappy cream
- Teething Gel (if required)
- At least 4 changes of clothes
- Fitted and flat cot size sheet for rest time (Junior Toddlers & Toddlers only. Nursery bedding is provided). Please do not bring pillows.
- Any medication/ pain relief medication (Panadol/ Nurofen). This is required to have a label from the Pharmacy.

### Junior– Kindy/ Kindergarten

To get the most out of play, your child will often get wet or dirty as we encourage messy play. Clothing that children can play in comfortably and get dirty is most suitable. Kookaburra encourages children to wear sun smart clothing, this is clothing with sleeves.

- 4 changes of clothes (winter months will need extra warm clothes)
- Shoes (this will only be required in cooler months)
- Fitted and flat cot size sheet for rest time (if your child chooses to sleep).
- Any medication/ pain relief medication (Panadol/ Nurofen). This is required to have a label from the Pharmacy.

Upon enrolment at the Centre Kookaburra will provide a sun smart legionnaires hat free of charge. If misplaced or lost the parent will need to purchase another hat.

All items are to be clearly marked with the child's name. In spite of all care taken, items of clothing sometimes get lost.

## Family Grievance

Grievance procedures is the process by which solutions are sought to resolve disputes in a fair, equitable and prompt manner. Grievances should be resolved as informally and quickly as possible by the parties involved. When grievances cannot be resolved informally, a formal grievance process must be provided.

Kookaburra Child Care fosters positive relations between all management, parents and staff. Every parent has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day to day well-being of the Centre in a fair, prompt and positive manner.

### Procedure for dealing with parent/staff conflict:

- The parent should discuss the problem with the relevant staff member concerned
- If the parent still feels further action is necessary after discussion with the relevant staff member they should take the matter up with the Lead Educator.
- If the parent is still unhappy, or the initial complaint is with the Lead Educator, the Lead Educator can offer to take the matter to the Centre Director.

Or

- the parent can make an appointment to discuss the matter with the Director
- The parent can make an appointment to discuss the matter with the Parent Committee
- The parent can complete a Grievance Report form and lodge this with Director

### And

- The director will discuss the matter with the Lead Educator and will convey that finding to the parent concerned

Or

- The Director will discuss the matter with the Parent and advise the Parent and the Lead Educator of their decision

### And

- The Director will advise the Parent Committee of the discussion and outcomes. A set period of time will be provided to all parties involved to ensure that the dispute is resolved to everyone's satisfaction and that steps are implemented to ensure that there is no recurrences of the problem

### Procedure for Dealing with parent/management conflict:

- The parent can make an appointment to discuss the matter with the Director/Parent Committee
- The Parent can complete a Grievance Report Form and lodge with the Director

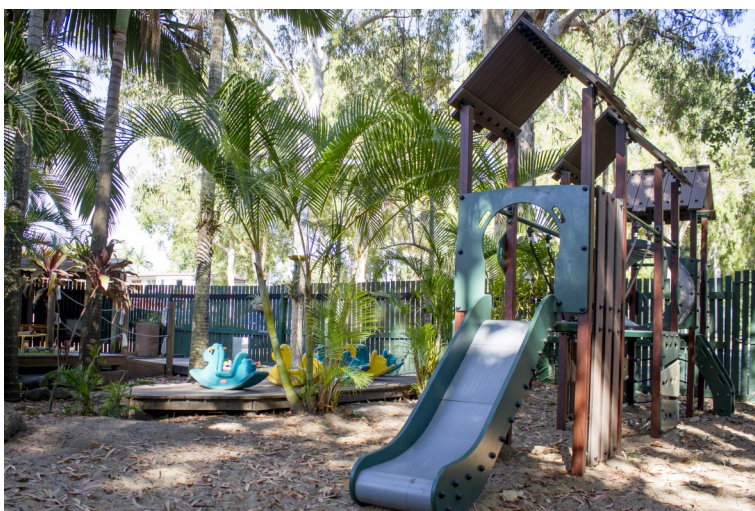
If you are still unsatisfied by the outcome you can contact our Regulatory authority - **Office for Early Childhood Education and Care (OECEC) on 1800 637 711** and voice your concerns.

## Procedure for Dealing with Verbal Abuse and Explicit Language:

Kookaburra has a zero tolerance procedure for incidents where a Parent, or other member of the public is verbally abusive to a staff member through the use of explicit and defaming language.

The staff member is not to enter into the conversation.

The staff member is to complete an incident form and outline the conversation. A complaint against the parent will be lodged with the local police.



### Q.A. 7—Leadership and service management

## Priority of Access

Sometimes there may be a waiting list for child care services and to ensure the system is fair, the Australian Government has 'Priority of Access Guidelines' for allocation places in these circumstances. The guidelines only apply to Child Care Benefit approved Child Care services. Every Child Care benefit approved child care service has to abide by the guidelines and tell you about them when you enroll your child into care.

Here at Kookaburra we are obliged to follow the Priority of Access Guidelines. Upon enrolment on your Enrolment card parents will sign that they understand the procedure for the priority of access guidelines.

### Priorities

- First Priority: a child at risk of serious abuse or neglect
- Second Priority: a child of single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'
- Third Priority: any other child

## Priority of Access (continued)

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$ 43,727 for 2015 –2016.
- Children in families from a non-English speaking background
- Children in socially isolated families
- Children of single parents

At Kookaburra we may require a Priority 3 child to vacate a place to make room for a child with a higher priority. we can only do so if parents:

- are notified when your child first entered care that your services follows this policy
- Are given at least 14 days notice of the need

## Accounts/Fees

Upon enrolment at Kookaburra you will be given a parent pocket. Your weekly childcare account will go in this pocket.

Your account can be paid by the following payment methods:

- Eftpos via the Eftpos Machine located in our foyer
- ChildCare EasyPay direct debit method (forms can be found in your enrolment package)

Our fees are subject to alteration each year in line with the annual budget. Fees without exception, are to be paid two weeks in advance. If you fall into financial hardship please see the Director and some special assistance may be possible for a short time.

**FEES ARE PAYABLE WHETHER OR NOT YOUR CHILD ATTENDS, AS A PLACE HAS BEEN RESERVED.**

Full fees are charged for Public Holidays and sick days. When the Department of Education cancels school attendance on any day because of threat of flood cyclone or similar event, Kookaburra will automatically follow suit. Fees will be charged as normal in order to meet ongoing costs.



## Accounts/Fees (continued)

### Make Up Days

Whilst we must charge full fees for Public Holidays to meet our ongoing running costs we are able to offer those families with children not enrolled in full-time care Make-up Days.

This means that if your child is booked in on a day that falls on a Public Holiday we offer you another day of care free of charge (for those children not booked in fulltime). These additional days are subject to availability in your child's room.

### Fee relief

At Kookaburra you are able to claim fee relief through Centrelink. If you are entitled to it, you have the option of receiving both your CCB (Child Care Benefit) and CCR (Child Care Rebate) directly to your Kookaburra account on a weekly basis.

You will need to register with Centrelink (ph: 136150) and supply your combined income along with any other information they ask of you. You will also need to provide the Office staff at Kookaburra with your family and Child CRN (Customer Reference Numbers), both parent's & Child's date of birth and each person's full names in order to claim this to your account (these fields can be found on your enrolment forms). Full fees will be charged until this information is received by both Centrelink and Kookaburra.

You will need to inform Centrelink if your income or any other information changes as soon as possible.

### Late Pickup

We ask that you co-operate with the Centre by collecting your child on time. Our Centre is only licensed until 6:00pm. In the event of a parent not arriving by 6:00pm the following procedures will take place:

- Staff members on the late shift will attempt to contact parents.
- If parents are not reachable, staff members will contact Emergency contacts (as identified on your child's enrolment card)
- If all contacts are unable to be reached staff members will contact Child Safety/ Police .

If your child is at the Centre after 6:00pm you will be required to pay a late fee. This is charged per family and is the following:

First 5 minutes (after 6:00pm)	\$ 10.00
Every 5 minutes (after initial 5 minutes)	\$ 15.00

**Late fees are not subject to fee relief.**

### Weekly Book Raffle

**When your account is two weeks in advance you will receive a 'Book Raffle Ticket' on your Kookaburra account. Fill out this ticket and place it in the preferred raffle tin (located in our front Foyer).**

**A weekly winner will be drawn for the book of your choice.**

## Accounts/Fees (continued)

### Debts

Most Early Child Care service providers will seek to avoid the emotionally challenging step of excluding a child from care in the event of non-payment, however when non-payment starts to effect the viability of the business or reach unmanageable levels then providers need to take action.

At Kookaburra we aim to support families as much as possible to keep payments on time, and control debts before taking steps such as exclusion.

Parent account are to be paid two weeks in advance, accounts in arrears will be dealt with on an individual basis.

The Director, in conjunction with the Parent Committee, reserves the right to exclude a family from care at the Centre if their account falls in arrears for a period of greater than four weeks. Care may recommence when appropriate payments have been made if a position is still available.

### Ceasing Care

It is Centre policy that you are required to give two week's notice when ceasing care. If your child does not attend the last two weeks of their enrolment you will be required to pay full fees. Centrelink will not pay CCB/CCR if your child is absent. Kookaburra is a not-for-profit organization and cannot afford to subsidise child care fees if Centrelink are not paying any fee relief. You will be required to sign that you acknowledge and accept these terms.

### Centre Fees (before fee relief)

#### Weekly

Nursery	\$ 400.00
Junior- Toddlers	\$ 380.00
Toddlers	\$ 380.00
Junior-Kindy	\$ 378.00
Kindergarten	\$ 378.00

#### Daily

Nursery	\$ 89.00
Junior- Toddlers	\$ 85.00
Toddlers	\$ 85.00
Junior-Kindy	\$ 84.00
Kindergarten	\$ 84.00

**Casual:** \$ 58.00/day

**Fundraising Levy** -\$40.00 (per family—charged quarterly)