

# Cribb Street Childcare Centre

## Parent Handbook

### 2020



Your security door pin number is: \_\_\_\_\_



## Welcome to Cribb Street Childcare Centre

At Cribb Street the team works very hard to create a holistic 'home away from home' style of education for your children. Our Community Centre has continued to provide this quality care for more than 40 years, largely due to the support of families here at the Centre. Each day your child attends, please take the time to see what they have been exploring and learning during their day. Continued discussions with you and further play at home is very valuable to your child's learning and development. We value our families input to assist your child's day and education and strive to work in partnerships with you to support your child's learning and development the best we can.

## ABOUT OUR CENTRE- HISTORY

Cribb Street Child Care Centre Inc. is a community based, not-for-profit incorporated association. Your child's enrolment automatically admits the parents/guardians as members of the association. Just like your local sporting club or community organisation, Cribb Street's only motive is the provision of services for its members, guided by the members. The Centre was established in 1976 to cater for the communities need for child care education by the Ipswich City Council. Over the years the Centre has undergone many changes that have increased our ability to provide high quality care for children and their families. We have received many awards over the past few years for sustainability and training. We pride ourselves in our community by getting to know every family and make them feel they are the extended family of Cribb Street Childcare. With our environment being located in a traditional Queenslander house nestled within the suburb of Sadliers Crossing, our member families feel at home. In 2012 Cribb Street Childcare Centre became a registered Kindergarten with the Queensland Government.

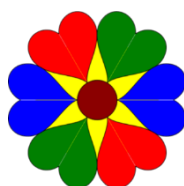
We look forward to getting to know and care for your children and family.

## CENTRE PHILOSOPHY

**As members of the Cribb Street Childcare Centre and wider community we aim to:**

- Provide a warm, homely environment where the children feel safe, secure and loved.
- Create a stimulating and holistic learning space that enables each child to extend on their individual skills through nature and play based experiences.
- Embedding environmentally friendly actions and learning experiences into our everyday practices so that we are sustainable for the here, now and our future.
- Ensure that our shared and intentional teaching is guided by the Early Years Learning Framework for Australia and the Queensland Kindergarten Learning Guidelines and is based on the individual needs and interests of each child.
- Acknowledge the rights and needs of each child and believe that every child is capable, confident and able to make decisions and co-construct their own learning.
- Recognise and foster the connections of learning experiences between home, the centre and the community. Our place embodies community through belonging, as an inclusive, diverse and secure environment for every child, free from discrimination on abilities, gender, race or creed.
- Value our children, families, staff, committee and wider community and acknowledge their continuous input and support.

Reviewed July 2019





## MANAGEMENT

The Centre is managed by a Volunteer Parent Management Committee consisting of a President, Vice President, Secretary and Treasurer. The Committee meets once every 6 weeks with the Centre Manager to oversee Centre business. Parents are welcome to attend general meetings which are called each second meeting. The Committee is elected at the Annual General Meeting held once a year in November. Parent contribution is considered vital in the effective management of the Centre. If you would like to forward information onto them or speak to the Committee regarding any matter, you are welcome to email them on [committee@cribbstreetchildcare.com.au](mailto:committee@cribbstreetchildcare.com.au).

## YOUR 2020 COMMITTEE

President - Melanie Bell

Vice President- Travis Stewart

Secretary - Stephanie Amos

Treasurer - Bretta Hughes

## CENTRE MANAGER- Bern

My name is Bernadette, better known as Bern. I have worked in the field of early education and care in various settings since 1992. My belief in education is to create a welcoming, loving, belonging, holistic approach to education. I have been at Cribb Street Childcare since September 2010. The previous centres I have managed have all been privately owned so Cribb Street Child Care Centre, being a community centre, has re-ignited my love of Early Education. Please do not hesitate to come and see me if you have any questions or concerns and I always love and value your input. The best time to catch me is from 9 to 2pm, Monday, Tuesday, Wednesday (second) Thursday and Friday. Alternatively you can email me on [earlylearning@cribbstreetchildcare.com.au](mailto:earlylearning@cribbstreetchildcare.com.au) and I will respond as soon as possible.

## EDUCATORS

The Centre staffing levels and qualification are in full compliance with the Education and Care Services National Regulation (2011). Staff work together as an educating team to provide a high quality curriculum that is age and developmentally appropriate. We recognise the importance of qualified, experienced and caring staff as an attribute to high quality education and care for your child. We also encourage staff development through self-reflection and external support, training and further studies. Please take the time to get to know our Educators and feel free to peruse their photos and positions within the Centre the photos are located in the office upstairs.

All staff have their "Blue Cards" (Suitability Notice to work with children), Senior First Aid Certificates (updated every three years), CPR Certificates (updated every year), Anaphylaxis training and Fire Safety training (updated every year). All staff also possess a Food Handling Certificate and participate in Child protection and Mandatory reporting training every second year.



## STAFF QUALIFICATIONS

| STAFF NAME                                       | POSITION                 | QUALIFICATION  |
|--|--------------------------|--|
| <b>Management</b>                                |                          |  |
| Bernadette (Bern)                                | Certified Supervisor     | Diploma of Childcare & Education   |
| Samantha (Sam)                                   | HR and Admin             | Diploma in Childcare & Education   |
| Naomi  | Educational Leader       | Diploma in Children's Services   |
| <b>Belonging (Babies) Room</b>                   |                          |  |
| Bern   | Lead Educator Babies     | Diploma in Children's Services Studying Advance Dip in community sector management |
| Shannon  | Lead Educator Babies     | Studying Diploma in Children's Services  |
| <b>Being (Toddlers) Room Assistant Educators</b> |                          |  |
| Monique  | Lead Educator            | Diploma in Children's Services   |
| Abbey  | Assistant Educator       | Diploma in Children's Services   |
| Mellie   | Assistant Educator       | Cert 3 in Children's Services  |
| Serena   | Assistant Educator       | Diploma in Children's Services   |
| <b>Becoming (Kindy) room</b>                     |                          |  |
| Jenny  | ECT Kindy Teacher        | Bachelor of Early Childhood  |
| Roxy   | Lead Float Educator      | Diploma in Children's Services   |
| Julie  | Assistant Educator       | Diploma in Children's Services   |
| <b>Float Educators</b>                           |                          |  |
| Linda  | Assistant Float Educator | Certificate III in Children's Services   |
| Robyn  | Cook/Lead Float Educator | Diploma in Children's Services   |
|  |                          |  |
| Courtney   | Cook/Lead Float Educator | Diploma in Children's Services   |
| Gill   | Lead Educator Float      | Diploma in Children's Services   |
| Talia M  | Assistant Educator       | Studying Cert III in Children's Service - unqualified                              |

Occasionally when our educators are away and we are not able to cover their shift with our own team of relief staff, we hire educators from Quality Recruitment. On the day we will notify you on the Families FB page.



## **STUDENTS AND VOLUNTEERS**

From time to time students from University, TAFE, high school and volunteers attend the centre. These students will carry out activities under the supervision of the Lead Educator and Assistant Educator. They will not be left alone with the children at any time. We are pleased to be able to support the training and education of future educators. All volunteers are required to hold a current Blue Card - working with children check before commencing their time at the Centre.

## **HOURS OF OPERATION**

We are open Monday to Friday, 6.30AM to 6PM, 50 weeks a year - We currently have a wavier for Regulation 132.

**Kindergarten program** hours are - Tuesday to Friday 8.30am to 4pm. The Kindy program is in accordance with the Queensland school term year. (The Kindy room still operates outside these dates)

Term 1 - 28<sup>th</sup> Jan to 3<sup>rd</sup> April

Term 2 - 20<sup>th</sup> April - 26<sup>th</sup> June

Term 3 - 13<sup>th</sup> July - 18<sup>th</sup> September

Term 4 - 6<sup>th</sup> Oct - 11<sup>th</sup> December

## **CENTRE CLOSURE**

We are closed for two weeks over the Christmas period, this year being 19<sup>th</sup> Dec 2020 to 3<sup>rd</sup> Jan 2021. (Families are not charged fees during the Christmas closure) We are also closed for Public Holidays inclusive of the Ipswich Show Holiday. Fees still apply to public holidays outside the Christmas closure period.

The centre may be closed during extreme weather events where the children's safety cannot be assured. (see Extreme weather procedure)

## **INSURANCE**

We are covered by insurance under the Education and Care Services National Regulation (2011) and Education and Care Services National Act (2010).

## **LICENSING**

We are licensed under the Education and Care Services National Regulation (2011) and Education and Care Services National Act (2010). This licensing and compliance affects and regulates the activities, experiences and programs we offer as well as the educator to child ratio and what qualifications staff members need to hold.

## **CONFIDENTIAL RECORDS**

In order for us to keep accurate records, we need immediate notification of any changes to details such as; address, phone, parental custody, change in persons authorised to collect the child/ren and immunisation records. Immunisation records need to be provided to update our records after each vaccination milestone.

**IT IS EACH FAMILIES RESPONSIBILITY TO KEEP THEIR RECORDS UP TO DATE.**



## OFFICE FOR EARLY CHILDHOOD EDUCATION AND CARE

The Office of Early Childhood Education and Care oversee the implementation of regulations and care provided within Child Care Centres. Their local office is based in Ipswich and they are contactable on (07) 3436 6204.

### COMPLIANCE HISTORY LOG BOOK

From 1<sup>st</sup> July 2010, we are required to keep, maintain and make available a compliance history log book. This log book will contain information about any formal notices (other than building notices) that have been issued to us under the Education and Care Services National Regulation (2011). This is to provide access to information about the quality of child care services at a local level. Any family or prospective family has the right to inspect our log book at any given time. Please see the Centre Manager for access.

### ENROLMENT - PROCEDURE

After your enrolment has been confirmed and you have received your enrolment pack you are able to complete the following:

- Apply for childcare subsidy
- Read the Parent handbook
- The Enrolment form
- The All about me form
- The Transition form
- Supply a copy of child's Birth Certificate
- Supply a copy of the child's Immunisation record (Medicare copy)
- Attend as many orientation visits to the centre as possible (see Settling Children info)
- Arrange payment of Enrolment fee and Bond
- Download the Xplor Home App - [home.myxplor.com](http://home.myxplor.com).
- From the email you receive from Xplor (This is sent when parent/guardian details have been entered into Xplor) you will be required to create your password ensuring you use an uppercase, lowercase, special icon, and number with a minimum of 8 digits.
- Join the families CLOSED Facebook page.

If you need any support or translation, please see Bern.

When your child's Childcare subsidy claim has been approved from Centrelink and within the week before commencing the Centre Manager will arrange a time to do your last two approvals. (Complying Written Agreement (CWA) and MyGov. See page 9 for further details)



## PARENT INVOLVEMENT AND RESPONSIBILITIES

As Parents we encourage you to ask for information about:

- The activities and experiences provided by the Centre
- Centre policies
- Our philosophy on delivering education and care
- Family surveys (quality practices)
- The goals regarding knowledge and skills of your children.

We also ask that you

- Communicate with staff- Information may be as simple as how they slept, how they have eaten and events that the family is celebrating or what you did on the weekend. Children LOVE to share what they have been doing with their family and studies show that everything we can do to bridge the gap between home and Centre markedly improves learning outcomes for children. Please feel free to discuss your child's progress with their Lead educator and pass on any particular interests, songs, events, cultural experiences, suggestions or any general concerns.
- We welcome families communicating and inputting on the Centre's family closed Facebook page and through Xplor.

## INCLUSION POLICY

Cribb Street Child Care Centre Inc. promotes its non-discriminatory policy which recognises individuality of each child and family and observes a policy of acceptance regardless of race, creed, gender, class, disability and culture.

## PRIORITIES FOR FILLING VACANT PLACES

*The Priority of Access Guidelines* must be used by approved services to allocate available child care places where there are more families requiring care than places available.

When filling vacant places, a service must fill them according to the following priorities:

**Priority 1:** a child at risk of serious abuse or neglect.

**Priority 2:** a child of a single parent who satisfies, or of both parents who both satisfy the work, training, study test.

**Priority 3:** any other child.

Within these main priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait families.
- Families which include a disabled person.
- Families on lower incomes.
- Families from culturally and linguistically diverse backgrounds.
- Socially isolated families.
- Single parent families.

We are licensed for forty-three (43) children between the ages of six (6) weeks and Pre prep.



## CHILDREN SETTLING INTO CARE

**Children can need varying degrees of support in settling into a new care environment, within different timeframes.** How a child settles in can be affected by whether or not they have been in care before, if they have a sibling at the centre and how much time they have spent outside the home with other children.

On average we find that it can take up to 50 full day attendances for children to be settled and confident in their new care environment. As a part of the enrolment process leading up to commencing, we highly recommend you attend the Centre several times to allow your child to become familiar with their new environments, new friends and educators, as well as the routine to aid in this transition.

Children are often happy for the first day or two before the novelty wears off and separation anxiety can peak. Children may cry on arrival and on pick up and periodically throughout the day. Educators work very hard to build a respectful relationship with each child, to support them in building confidence and feeling secure in their new environment. Something from home, such as family photo can assist children who are seeking a connection from home whilst at Cribb Street.

Parents can assist and support their child during this process by talking to them about their educators using their names and about what they did each day, using photos and information which is posted daily on the closed families Facebook page. Educators will use the information provided by parents to provide familiar enjoyable activities for your child to engage in and help them have positive experiences.

On dropping your child off, reassure them you will be here to pick them up at e.g after afternoon tea or when you are playing outside this afternoon and try to maintain the same general routine/ schedule on centre days.

Experience has shown that children also tend to fare better from quick drop offs. Feel free to discuss this with your child's educator on a visit prior to commencement.

## FEES AND PAYMENT PROCEDURE- as at July 2019

**Enrolment fee-** is \$70 (on Payment you will receive a Smelly Bag (Smelly Bags are a water proof bag that are used for wet and soiled clothing.) The Centre's bank details will be supplied to you during the enrolment process prior to commencement.

**Enrolment Bond-** the Centre will charge a bond on enrolment per family of \$250 which will be refunded within a fortnight of the last child's day of attendance. \*Bank Details will be required to be given to Admin for you to be refunded.

### **Fees (per day) are:**

Centre daily fee \$95 (All rooms)

**Maintenance Levy** - Parents are charged a Maintenance Levy of \$50 twice a year. Alternatively, parents are encouraged to participate in our bi-annual Working Bees in lieu of this fee, which provides much more benefit for our community centre and is a great opportunity to meet other members.

**Fundraising** - As a community-based centre we raise funds for educational and play-based resources for both children and staff to access. Fundraising money also assists in maintaining our centre to regulated standards. Some of our fundraising activities and events are our High tea, Trivia Night, food drives and toy catalogues. Please see the yearly events calendar for further details. On occasion payments for excursions and fundraising may be made via Ezidebit, direct deposit or PayPal device.





## Sessional Hours

At Cribb Street, we offer flexible session hours to help you better manage the hours of care that are covered by the Qld Government's Child Care Subsidy. Families nominate the session length that fits with their family's needs and optimizes the Child Care Subsidy's approved hours. The selected session length and timeslot applies for the whole week of care, each week.

The session hour options are :

- Full day - 6.30am-6pm
- 10 hr - 6.30am- 4.30pm
- 10hr - 7am - 5pm
- 10 hr- 7.30am - 5.30pm
- 9 hr - 7.30am-4.30pm
- 9 hr- 8am - 5pm.

Within Cribb Street's operating hours of 6.30am - 6pm, there is no late fee applied for late collections of children, outside your nominated hours. However, sign in and out times are electronically submitted to Centrelink and changes in care/attendance times may affect your subsidy from Centrelink and therefore your fees payable.

## Childcare Subsidy Management system (CCSS)

Your Childcare Subsidy is estimated for the current week of attendance for payment. It will then show the exact fee cost the following Tuesday. It is a legal requirement that families ensure that their children are signed in and out each day of attendance through the Xplor app. (See below)

### XPLOR-

Xplor is the centre's software provider for documenting and recording children's routines, learning and daily happenings and is also the software used for claiming your children's subsidy directly with Centrelink. . You are asked to download the App and enter an email address to create an account. You are to set up a password using an uppercase, lowercase, special icon and number using a minimum of 8 characters.

On the days your child/ren are attending you may receive notifications, photos and videos of your child's day (eating, nappy, and celebrations). You will also be able to use the App for signing your children in and out via the app, message us and notify us of absences. In your Xplor account on a desktop, you will be able to see your account statements and Subsidy information.

On your child's first day you will be required to complete registration on the iPad in the office to sign your child in / out. Once this has been done parents are able to sign their children in/out using the app on their phones scanning the QR code.

**XPLORERS-** Are family and friends that you invite to join to see and share your child's journey and be able to sign them in and out of the Centre iPad . (Instructions on families Facebook page search Xplorers.)



## Complying Written Agreement (CWA)

When you have set up your Xplor account on the app, we require confirm your enrolment (CWA) here at Cribb Street.

- To do this login to Xplor through your browser (not the APP) <https://web.myxplor.com>
- Go to menu bar to the left and click on **CCS Agreements**. it all and if you agree, press confirm/agree. If you don't agree please ring Bern straight away to discuss.

From agreeing to the CWA you will then be required to log into your MyGov account and approve enrolment to Cribb Street Childcare.

## Approving your enrolment through MyGov

This is the final step of your child's enrolment (MyGov)

Sign in and access your MyGov account.

On the **Child Care Subsidy Enrolments** page you can view your enrolment details.

Under **Enrolment status** you can see if you have confirmed the details or not.

For any that say **Unconfirmed**, you must confirm or dispute the details. Select **Review** next to the enrolment status to do this. This will take you to a new page. Check the information on this page carefully.

If your child's enrolment details are correct, select **Yes**. If they are wrong, select **No**.

Once you've done this, select **Next**. If you select **No** you'll need to speak to your child care service. They will need to submit the correct details. Once they do this you'll need to start this process again start.

Please make a note of the **Receipt ID** for your records, then select **Return to Home**.

From the homepage you can check that your child's enrolment details have been confirmed.

To do this select **MENU**, followed by **Child Care Subsidy** then **Enrolments**.

This will take you to a page that shows your child's enrolment details have been confirmed.

From your homepage, you can complete other transactions or select the **myGov** icon to return to MyGov

This page shows child care services details where your child is currently enrolled which you need to confirm.

| Child care name      | Address               |                     |
|----------------------|-----------------------|---------------------|
| Child care centre    | 1 Smith Street        |                     |
| Child care type      | Centre-based Day Care |                     |
| Enrolment Start Date | Enrolment End Date    |                     |
| 04/06/2018           | 08/06/2018            |                     |
| Status               | Unconfirmed           |                     |
| Regular sessions     |                       |                     |
| Week 1               |                       |                     |
| Session Day          | Time                  | Fees                |
| Tuesday              | 07:00 - 09:00         | \$35.00 per session |

Casual sessions

Casual care fee: \$35.00 for BEFORE HOURS

Are these enrolment details correct?

Yes  No

Back Cancel Next

### Child Care Subsidy Enrolments

Enrolment summary

This page shows a summary of recent enrolments for your children at child care services. You need to action the unconfirmed enrolments.

| Child          | Child care service name | Child care service type | Enrolment received date | Enrolment status | Action |
|----------------|-------------------------|-------------------------|-------------------------|------------------|--------|
| THOMAS CITIZEN | Child Care Centre       | Centre-based Day Care   | 26/06/2018              | Unconfirmed      | Review |
| JANE CITIZEN   | Child Care Centre       | Centre-based Day Care   | 26/06/2018              | Confirmed        | Review |

Cancel

Legal Notices | Your Rights | Contact Us

Status: Unconfirmed

Regular sessions

Week 1

| Session Day | Time          | Fees                |
|-------------|---------------|---------------------|
| Tuesday     | 07:00 - 09:00 | \$35.00 per session |

Casual sessions

Casual care fee: \$35.00 for BEFORE HOURS

You have indicated that the enrolment details are correct.

**Declaration**

I declare that:

- The information I have given is correct.
- Giving false or misleading information is a serious offence.
- I will contact the Department of Human Services of any changes to this information as soon as possible.
- I have read and accept the privacy statement.

I accept this declaration

Back Cancel Submit



## BOOKED DAYS

On enrolment you are asked to agree to a Complying Written Agreement (CWA). When bookings are changed on a PERMANENT basis you will be required to agree to the changes through your browser then XPLOR home.my webpage.

Additional days may be added if available but you are unable to reduce previously booked days on a week to week basis. Days can be permanently reduced if given two (2) weeks' notice. Days can be swapped for other days in the **same week** if space is available for your child. Days cannot be swapped into an alternative week. On absences (except the centre closures over the Christmas break) fees will be charged, unless a replacement booking is made.

### Payment of Gap fees (Ezidebit)-

Cribb Street Child Care Centre has only one method of payment. It is through Ezidebit DEBIT system which debits money out of your nominated bank account on Fridays of your selected cycle of payment (weekly/ fortnightly).

The centre does not have EFTPOS facilities and does not handle cash except on occasional fundraising. (Most fundraising is charged to family accounts.)

### Approving your Ezidebit arrangement

You can also setup your direct debit request (Ezidebit) while you are in the Xplor Browser approving your agreement. You will require your bank details for this. On your enrolment form you will be asked if you would like weekly or fortnightly payments and your payment will be also capped a maximum amount. Any questions please don't hesitate to call or email the Centre Manager.

### Dishonouring your Ezidebit and overdue Fees-

**A fee of \$20 will be charged by the centre each time your fees are dishonoured. Ezidebit will charge \$14.80 to the parent upon declined insufficient funds in bank account.**

This is in addition to any dishonour fees your Bank may also charge.

### Overdue Fees

Any family who is two or more weeks late with their fees will receive a **Friendly Fee Reminder**. Families can make appointments to speak with the Centre Manager regarding payments if there is a need to do so. Continually not paying fees will result in your child/ren's place/s in the Service being terminated and a debt collector engaged to recover fees owing.

## ARRIVAL AND DEPARTURE

Your child needs to be **signed in and out** each day of attendance in care on their booked days when you drop them off and collect them. This can be done through the Xplor App on your phones (as long as your location settings allow the app and Bluetooth is switched on). Alternatively sign ins/outs can be made through the iPad in the office. It is a Legal requirement that children are signed in and out, this is important in an event of emergency and for submitting to CCSS. ONLY persons over 18 years of age can sign a child out of centre.

If nominated family and friends are collecting your children, please ensure your children's educators are aware of who is collecting them and that those collecting have their license available. Their ID will be photocopied and they will be required to sign both photocopy as well as the missing signature form on the clipboard in the office. If they are going to be picking up regularly you may like to sign them up as XPLORERS through the Xplor app.



If your child is going to be absent on a day (sick or general leave) please notify us by 10.00am.

**IMPORTANT;** An enrolled child cannot be signed in unless educator:child ratios allow, for the safety and supervision of all children. This means that on drop offs, a parent could be asked to remain with their child for a short amount of time, until the next educator arrives to maintain ratios.

If you have other children not enrolled with you when you come to Cribb Street, please keep these children under your care and supervision at all times and ensure they act appropriately on equipment and around Cribb Street children.

Adults and children are to refrain from physically picking up children that are not part of their family. Children are **NOT** to open doors or gates or enter PIN codes into any door for safety and security reasons.

### **LATE PICK UP FEE OF CHILDREN FROM CENTRE**

A late fee of \$10.00 for the first 5 minutes or part thereof and \$2.00 for each additional minute or part thereof will be levied if a child is not collected from the centre by 6.00pm. Child Care Subsidy (CCS) is not available for late fees. **The centre closes at 6.00pm sharp.** This is a departure time, not arrival time. Late fees apply from 6.00pm.

### **ABSENCES- Holidays, illnesses etc**



Please advise if your child is going to be away by messaging on Xplor APP. For any absences (except the Christmas Break closure) usual daily fees will be charged, unless a replacement booking is made - (another child uses the booking).

If the family has not contacted the centre for a week either in person or by phone, the centre will advise the family that it is giving notice to terminate the care for their child/ children.

**Last day of enrolment ABSENCES-** If your last day of attendance is an absence you will not receive Child Care Subsidy, this is a Centrelink rule.

### **Education and Curriculum**

Curriculums - National Quality Framework (NQF)

Our Centre implements a program that is guided by 'The Early Years Framework' <http://www.acecqa.gov.au/national-quality-framework/national-law-and-regulations/approved-early-learning-frameworks>.

What the NQF means for your child?

Research shows quality education and care early in life leads to better health, education and employment outcomes later in life. The early years are critical for establishing self-esteem, resilience, healthy growth and capacity to learn. That's why the (NQF) was introduced - to give every child the best start to life and learning. The NQF introduces legal requirements and a new quality standard to improve education and care across long day care, family day care, preschool/kindergarten, and outside school hours care services.



## **CHILD CARE PROGRAM**

The Centre is licensed to have 43 children a day, 3 groups, within the centre. The groupings of children are based on age, developmental levels and regulation requirements.

|                          |                        |                       |
|--------------------------|------------------------|-----------------------|
| Babies                   | 0-2 years              | 1 staff to 4 children |
| Toddlers                 | 2 - 3 years            | 1 staff to 5 children |
| Transition group         | 20mth to 5             | 1 Staff to 5 children |
| Kindy/Pre-Prep 3-5 Years | 1 staff to 11 children |                       |

Each group has a qualified Leading Educator and an Educator as per Education and Care Services National Regulation (2011) and Education and Care Services National Act (2010). Educators will add a photo of your child on their profile on the app.

Educators plan experiences and routines to ensure that the needs of the individual children and the group are met. The day is based on the developmental domains of social/emotional, language, cognitive, gross motor and fine motor while encouraging a positive self-esteem and self-help skills. You can find information on what is planned for each day, in your child's room. The daily events for each group are posted on Facebook (FB) for your information. Learning stories are recorded for each individual child to record their achievements and document their learning. These are added to their portfolios, which are located in each room.

Parents are encouraged to view their child's portfolio and provide input and feedback. Parents are also encouraged to have input into the day's activities and the provided daily curriculum. This can be done through emails, written communication, phone and verbally and via FB. The educators will then incorporate this information into the events over the week. We also ask that you give feedback on what we plan and explore. We ask that you take a few minutes each day on the families FB page to read and see what we have been up to.

Queensland Kindergarten Learning Guidelines-

This guides the learning in the Kindy room (ages 3-5).

Areas of learning are based on

Identity

Connectedness

Wellbeing

Active learning

Communicating

<https://www.qcaa.qld.edu.au/kindergarten/curriculum>

### **Assessment and Rating**

All services are assessed and rated by the Australian Children's Education & Care Quality Authority to give families consistent information on their quality. This means wherever you live in Australia or if your family moves interstate, you can compare apples with apples when it comes to finding child care. On further information on assessment and ratings are published on the Starting Blocks [website](https://www.startingblocks.gov.au/find-child-care/).

<https://www.startingblocks.gov.au/find-child-care/>

National Quality Standard and quality ratings



Services are assessed and rated against seven (7) quality areas of the National Quality Standard:

1. **Educational program and practice**-Your child is supported to participate in play and learning
2. **Children's health and safety**-Your child is protected from illness and hazards
3. **Physical environment**-Your child plays in a safe and well maintained environment
4. **Staffing arrangements**-There are enough qualified staff to give your child the attention they need
5. **Relationships with children**-Your child is made to feel supported and welcomed
6. **Collaborative partnerships with families and communities**-Local community involvement and respect and inclusion of all beliefs and values
7. **Governance and Leadership** -Your child is cared for in a positive environment

Services receive a rating for each of the quality areas and an overall rating based on these results. Services must display their ratings.

Ratings can help you choose a service for your child. It is important to look at the rating for each of the seven quality areas as well as the overall rating.

**Centres are rated as the following:**

- **Working towards**
- **Meeting**
- **Exceeding**

Services that receive an overall rating of Exceeding may apply to be rated Excellent.

If a service is assessed and there are serious compliance issues, it is rated Significant Improvement Required. In this situation, the regulator uses penalties to make sure the service improves, or otherwise will stop the service from operating. We are currently rated as Working Towards.

#### **Communication -**

Communication is a very important part of education and care at Cribb Street Childcare. Each day it would be beneficial to know how your child has been since we last saw them; this assists us in supporting each child and their needs, including eating, bottles, sleep, toileting and nappies and general behaviour. We strive to communicate with you every day in various ways to give you information on your child to assist you for the rest of the day as well.

As Educators we are very busy playing and educating and we try to mainstream our methods of communication. Communication is a top priority here at Cribb Street Childcare Centre between staff and parents and between staff members. We aim to build and maintain trusting relationships with open, honest communication.

As our main means of communication we have a **CLOSED family's FACEBOOK page** that families and educators can share:

- What the children and staff have been up to on a daily basis
- Health alerts, emergency information and notifications
- Up and coming centre events and fundraising opportunities
- Recipes
- Support posts

Also if Families would like to share special events, holidays etc with others here of the Cribb Street Family feel free to post for Centre Manager's approval.

Families are kindly requested to not contact educators outside of work hours via personal social media accounts.



<https://www.facebook.com/groups/cribbstreetchildcare/> request to join.

We ask that throughout the day that you check Cribb Street families group on FB to see what's been happening or what may be happening in the coming day week, month or year. If you **save the group in shortcuts** it will only come up with our Centre's posts.

### How do I add a group to my home screen?

To add a group to your home screen:

1. From the groups tab, press and hold on any group
2. Select **Add to Home Screen**

### BEHAVIOUR GUIDANCE

The centre aims to implement positive behaviour guidance strategies that will demonstrate respect for children, enhance self-esteem and assist children to build positive relationships while attending our service. Positive guidance strategies used are age and developmentally appropriate. Leading Educators will work with you to provide the best guidance strategies for you and your child.

We use The Cups Framework when supporting behaviour and children's emotional/ mental wellbeing.

The Cups Framework is a way of analysing and supporting children's behaviour and is based on many theoretical **frameworks** and research including **Maslow** and **Glasser**. The approach categorizes basic life needs into 5 cups which are as follows:

- Survival/physiological needs like food, water, shelter, safety
- Fun, joy and learning.
- Power, recognition and control
- Freedom, choice and agency
- Love, belonging and connection

Each child has a different needs profile - the size of the cups is different. When a child feels like they have empty cups, they will choose the best behaviour to fill their cups.

Behaviour will be discussed with parents at all times. This will assist us in working out triggers and the reasons for behaviour. We understand every child is different and unique, so each approach will be different and tailor made to the individual child.

### EXCURSIONS AND SPECIAL EVENTS

We provide a variety of experiences for all children through different representatives of the community such as police, ambulance, firefighters, multicultural and disability spokespersons, animal handlers and other performers. We will also occasionally plan excursions off the centre premise for the older children. This will be done with parent permission. On occasions payments for excursions and fundraising may be made via EziDebit

### PARENT LIBRARY

The centre has a parent library for you to access information, which is located in the library at the back of the Toddler Room. It contains brochures, books etc. on various topics which you can borrow. If there is any information you need, please speak to the Centre Manager or Educators about any information you require as we can seek it out for you.



## CHILDREN'S REQUIREMENTS CHECKLIST

On commencement at Cribb Street Child Care Centre Inc. you are required to bring along the following in a named bag.

### **Babies Room:**

- Stainless steel drink bottle that is compatible to dishwasher heat, suitable for ages 1-5. This is to be named and left at the centre.
- Suitable amount of spare clothing appropriate for the weather conditions. Such as a spare jumper and track pants during winter months.
- Bottles and formula, if required, and breast milk transported in an ice bricked cooler bag and handed to an educator for storing. Bottles are to be left at the Centre in accordance with **Food, Nutrition and Beverage Policy**.
- A 0.5 TOG sleeping bag that has fitted arm holes, that fits well for temperature regulation and safe sleeping.
- Adequate amount of nappies (cloth nappies must be supplied with nappy liners and a sealable container to store them in once wet/soiled such as a nappy bucket that seals)
- A nappy cream for use on your child when needed. We recommend Sudocream. Please name container.
- Dummies (one to leave at centre) or security/ comfort toys if required
- Family photo x 2 (can be emailed to Centre)
- Vest jumper (Autumn, Winter and Spring)
- Gumboots (for those who are confidently walking)
- A named Cot size **well fitted** and flat sheet stored in a **named** pillow case.
- Smelly bag, **named (this is supplied with enrolment fee)**



### **Toddler Room:**

- Stainless steel drink bottle that is compatible to dishwasher heat, suitable for ages 1-5. These are to be named and left at the Centre.
- Suitable amount of spare clothing appropriate for the weather conditions
- Adequate amount of nappies if required otherwise pull-ups / undies (cloth nappies must be supplied with nappy liners and a sealable container to store them in once wet/soiled)
- A **named** fitted and flat cot size sheet set in a draw-string bag or pillow case and comfort toy if required.
- Family photo x 2 (can be emailed to Centre)
- Vest jumper (Autumn Winter and Spring)
- Gumboots (for those who are confidently walking)
- Smelly bag, **named (this is supplied with enrolment fee)**





#### **Kindy Room:**

- Stainless steel drink bottle that is compatible to dishwasher heat, suitable for ages 3-5. This is to be named and left at the Centre.
- Suitable amount of spare clothing appropriate for the weather conditions
- A named fitted and flat cot size sheet set in a draw-string bag or pillow case
- Family photo x 2 (can be emailed to Centre)
- Vest jumper (Autumn Winter and Spring)
- Gumboots
- Smelly bag, **named (this is supplied with enrolment fee)**

PLEASE ensure that all **above items are labeled** with the child's name.

#### **Health and safety-**

#### **ILLNESS AND INFECTIOUS DISEASES**

The centre will act to prevent illness and infection for all by implementing policies and procedures relating to illness, disease, health and hygiene. Cribb Street Child Care Centre Inc. requires that your child be immunised and maintain an up-to-date immunisation status.

To assist in preventing the spread of illnesses we ask that both you and your children's hands are washed or the use of the hand sanitiser's are used on arrival and leaving of the centre. Hand sanitiser is located in the office next to the front door for your use.

A child with or suspected of having an infectious disease or contagious illness will not be permitted to attend the centre. In the event that a child develops signs or symptoms of an infectious disease or contagious illness while in attendance at the centre the parent or emergency contact will be notified to collect the child immediately and a clearance certificate from a doctor will be required to prior to their return to the centre.

Centre staff will advise on the recommended action according to the reference book "Staying Healthy in Child Care - 5<sup>th</sup> Edition (2012)". Children will not be re-admitted to the centre until the infectious disease or contagious illness no longer persists and a certificate of clearance from a doctor is provided.

Parents will be notified via the centre CLOSED Facebook page of notifiable illnesses and notice on admin office noticeboard and in Kindy will be put on display. Notification occurs when a highlighted case (see table below) otherwise when we have 3 reported cases within a 48 hour period.

Cribb Street Exclusion list is referenced from: Staying Healthy Preventing infectious diseases in early childhood education and care services (updated June 2013) 5th Edition but Cribb Street policy states a longer exclusion to minimize the risk cross contamination.

**A child diagnosed with the highlighted illnesses (as below in table) will be required to notify centre as soon as possible and provide a medical clearance letter PRIOR to the child returning to Centre.**

\*- Requires reporting to QLD Department of Health



### Cribb Street Childcare Exclusion period for Illness and infections

| Condition   | Exclusion case   |
|---|--|
| Campylobacter infection   | Exclude until there has not been a loose bowel motion for 48 hours   |
| Candidiasis (thrush)  | Not excluded   |
| Cytomegalovirus (CMV) infection                                     | Not excluded   |
| Conjunctivitis  | Exclude until discharge from the eyes has stopped  |
| Cryptosporidium   | Cryptosporidium Exclude until there has not been a loose bowel motion for 48 hours   |
| Diarrhoea and vomiting  | (No organism identified) Exclude until there has not been a loose bowel motion for 48 hours  |
| Fungal infections of the skin or nails (e.g. ringworm, tinea)       | Exclude until the day after starting appropriate antifungal treatment  |
| Giardiasis  | Exclude until there has not been a loose bowel motion for 48 hours   |
| Glandular fever (mononucleosis, Epstein Barr virus [EBV] infection) | Not excluded Not excluded  |
| Hand, foot and mouth disease  | Exclude until all blisters have dried  |
| Haemophilus influenzae type b (Hib)                                 | Exclude until the person has received appropriate antibiotic treatment for at least 4 days *   |
| Head lice (pediculosis)   | The centre will not treat children for head lice the children will be excluded till treatment has started.   |
| Hepatitis A   | Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice *  |
| Hepatitis B   | Not excluded   |
| Hepatitis C   | Not excluded   |
| Herpes simplex (cold sores, fever blisters)                         | Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible |
| Human immunodeficiency virus (HIV)                                  | Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses  |
| Hydatid disease   | Not excluded   |
| Impetigo  | Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing   |



|   |   |
|---|---|
| Influenza and influenza-like illnesses              | Exclude until person is FULLY well  |
| Listeriosis   | Not excluded  |
| Measles   | Exclude for 4 days after the onset of the rash *  |
| Meningitis (viral)                                  | Exclude until person is well  |
| Meningococcal infection                             | Exclude until appropriate antibiotic treatment has been completed *   |
| Molluscum contagiosum                               | Not excluded  |
| Mumps   | Exclude for 9 days or until swelling goes down (whichever is sooner)  |
| Norovirus   | Exclude until there has not been a loose bowel motion or vomiting for 48 hours  |
| Pertussis (whooping cough)                          | Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing *   |
| Pneumococcal disease                                | Exclude until person is well  |
| Roseola   | Not excluded  |
| Ross River virus                                    | Not excluded  |
| Rotavirus infection                                 | Exclude until there has not been a loose bowel motion or vomiting for 48 hours  |
| Rubella (German measles)                            | Exclude until fully recovered or for at least 4 days after the onset of the rash  |
| Salmonellosis                                       | Exclude until there has not been a loose bowel motion for 48 hours  |
| Scabies   | Exclude until the day after starting appropriate treatment  |
| Shigellosis   | Exclude until there has not been a loose bowel motion for 48 hours  |
| Streptococcal sore throat (including scarlet fever) | Exclude until the person has received antibiotic treatment for at least 24 hours and feels well   |
| Toxoplasmosis                                       | Not excluded  |
| Tuberculosis (TB)                                   | Exclude until medical certificate is produced from the appropriate health authority *   |
| Varicella (chickenpox)                              | Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children * |
| Viral gastroenteritis                               | Viral gastroenteritis (viral diarrhoea) Exclude until there has not been a loose bowel motion for 48 hours  |
| Worms   | Exclude if loose bowel motions are occurring. Exclusion of 48 hours from treatment commencement   |



## IMMUNISATION REQUIREMENTS

Cribb Street Child Care Centre requires families to ensure their children are up to date by following their child(ren)'s associated Australian Immunisation Schedule for the wellbeing and protection of our community.

- Parents who wish to enrol their child are required to provide a Medicare Immunisation History Statement that shows the child's immunisation status as up-to-date. This is available in PDF format from the parent's my.gov portal or as further detailed below. The Qld Personal Health Record (red book) is no longer acceptable proof of immunisation.
- Cribb Street will accept the enrolment but refuse attendance until this proof is provided.
- If parents do not provide an immunisation history statement that shows up-to-date immunisation status within two weeks of enrolment, their enrolment will be cancelled.
- Parents will be informed of all potential consequences affecting continuing attendance, enrolment and subsidy payments/ fees. To be eligible to claim and receive the Child Care Subsidy for a child, the child needs to be kept up-to-date with immunisations.

### Existing Enrolments

- Parents are required to provide an updated immunisation history statement after a child passes the 2, 4, 6, 12, 18 mth and 4 yr vaccination milestones.
- Parents will be informed of all potential consequences affecting attendance, enrolment and subsidy payments/ fees. To continue receiving Child Care Subsidy payments, parents need to ensure a child receives immunisations as per the Australian Vaccination Schedule.
- Parents will be given a grace period of 4 weeks to provide a current immunisation history statement that shows proof of up-to-date immunisation status before attendance is refused and enrolment cancelled.

It is the responsibility of families to inform the service that their child has come into contact with someone with a vaccine preventable or infectious disease.

Please see management for clarification and if you would like to see the Immunisation Policy .

## MEDICATION PROCEDURE FOR PARENTS

**Parents are required to accurately complete a medication form if their child requires medication.** The medication must be handed to a staff member, **NOT TO BE LEFT** in the child's bag. If the medication requires refrigeration then it will be located in the baby prep area fridge in the locked medication box. Otherwise medication will be located in each room's medicine cabinet.

Between the hours of 630am - 8am and 4pm - 600pm, medication will be located in the toddler room medicine cabinet. Medication is to have a chemist label with child's name on it, dosage, and time frame the medication needs to be administered.. If the medication is to be given 3 times a day we can only administer it 8 hours from when the last dose was given. **IT IS A PARENTS RESPONSIBILITY TO REMEMBER TO PICK UP THEIR CHILD'S MEDICATION IN THE AFTERNOON.** Children are required to stay at home when they are sick to help limit the spread of infection in the Centre.





## MEALS AND DRINKS

The Centre provides nutritionally appropriate meals as well as providing milk and water in an environment of cultural awareness and food diversity. Children are provided with a nutritious morning tea, lunch and afternoon tea. Our menus have been developed, minimizing sugars, preservatives and additives and with a focus on whole foods. The weekly menu is displayed for parent perusal in the foyer office. These menus are rotated over 4 weeks and is posted on Facebook on the menu each week with any changes due to supply or season



## REST, RELAX AND SLEEP TIMES

We try to accommodate each child's rest and sleep needs, as rest / sleep is very important for children's mental and health development. If the child is needing to sleep during the day, we offer them a safe and calm quiet environment to lay down on their beds. Children require a well fitted cot sheet to place on their mattress /bed for these times. Babies also require a sleep bag.

The designated rest time is when most children sleep, after lunch in the middle of the day. In the babies room however, sleep routines are flexible and individualized for each baby. Children are encouraged to rest on their beds for at least 20minutes. After which they can get up and do quiet activities. This is vital for children's development to rest and learn to self-regulate their bodies. At times children that don't normally sleep at home, do sleep at the Centre. Kindy age children have a choice to sleep or not and are not encouraged to sleep past 2 pm unless parent requests it.

## SHEETS

Children are required to bring their sheets (Babies Room a fitted sheet as well as a TOG 0.5 sleep bag) on the first day of attendance of each week that they attend care and take them home to be washed on the last day of the week the child attends care unless soiled. We ask that they are clearly named and that they are NOT BULKY, as we have a limited space for storage. (E.g. **One well fitted cot sheet**, and a sleep bag (for babies' room) one flat cot sheet in a NAMED PILLOW CASE/BAG). If you fail to provide sheets/linen for your child you will be charged \$5 per day when centre sheets/linen are used and need to be laundered.

## CLOTHING

We respect families / children's clothing preferences and actively ensure that children are adequately dressed for temperatures, sun safety and weather conditions (no thin strapped shirts, singlets etc.). It is often difficult to keep young children's clothing free from mess and we ask that parents dress their children with this in mind.

Clothes that you don't mind your child getting paint or dirt on, which also do not inhibit a child's play and learning opportunities are best. Suggested clothing is shorts and t-shirts that are easy to remove for toileting and changing.

During the cooler weather we recommend each child have a fleece zip up vest to keep their chests warm while they are playing so they are free of restrictions and a jumper for the in between weather

## SUN PROTECTION POLICY



We encourage sun safe practices at our centre so children are to wear garments with sleeves (no thin strapped shirts, singlets etc.) as well as having sunscreen applied each time that they go outside to play. The centre supplies a hat and sunscreen for each of the children. Hats are to be worn whenever outside - NO HAT NO PLAY. Outside play is held when the UV rating is 6 and below (<http://www.bom.gov.au/qld/uv/ipswich.shtml>). Sunscreen is applied before playing outside and is reapplied after 2 hours if continuing play outdoors.

Families are welcome to use our sunscreen and are encouraged to wear a hat on visiting centre and at centre events.

### **EVACUATION**

The centre practices evacuations quarterly, if in an event of you being in attendance during an evacuation we ask that you to follow directions of the educators and are required to participate for the duration.

### **SECURITY CAMERAS and Door/Gate PIN codes**

Please remember to keep all doors and gates shut for the safety of children. The centre is fitted inside and out with security cameras for the purpose of keeping children safe at all times. Management has access to the footage when it is required. The centre doors and Kindy side access gate (Thomas St side) are also fitted with a PIN code entry.

Please do not open the door for other people, as there may be court order/ child protection issues at hand. Due to licensing regulations, if you arrive early you must wait outside with your child until our doors open at 6:30am. The centre closes at 6pm.

On enrolment you will be given a four digit pin number which will give you access to the centre through the front door and Kindy Thomas Street gate entrance. On exiting through the office door you will be required to push the round green button and then the door handle down to exit.

If at any stage you forget your pin number please push the INTERCOM button and an educator will let you in and you will be notified of the PIN as soon as possible.

**WE ASK THAT YOU DO NOT LET ANY OTHER PERSON INTO THE CENTRE AS WE HAVE CHILDREN THAT MAY HAVE COURT ORDERS AND ADULTS MAY NOT BE ABLE TO ENTER CENTRE.**

**It is also important that children are NOT ALLOWED TO KNOW OR ENTER PIN into the key pad.**

Any further questions please see the Centre Manager.

### **PHOTOGRAPHS**

Photographs are taken for programming purposes each week and displayed around the centre for the perusal of families to see what their children are experiencing. Photos are posted on the closed families Facebook page as well and displayed at various events / appear in community newspapers / flyers / emails / websites to positively promote the centre. Each time promotional photos are taken for newspapers etc, additional written permission will be obtained from parents through permission forms.

Please let us know if you would prefer your child's photo not to be posted on Facebook.

### **TOYS**

Please **do not** bring any toys from home as they can be expensive and special items. They may get lost or broken and can cause disruption amongst the children. The centre has adequate indoor and outdoor resources to play with. A cuddly toy at rest time or a book / photos to share at group time are most welcome.



## **SMOKING**

Smoking is prohibited on centre grounds.

- No smoking within 4 metres of building entrances.
- No smoking within 10 metres of playground equipment.
- \$150 fine applies - Queensland Government, *Tobacco and other smoking products Act 1988*

## **PARENT CONCERNS**

We welcome comments and suggestions from families. Please feel free to speak to Bern, the Centre Manager, if you have any questions or concerns as we aim to work positively together with families. The committee can be contacted on [committee@cribbstreetchildcare.com.au](mailto:committee@cribbstreetchildcare.com.au). If you then feel that your concerns have not been dealt with adequately, you can contact the Office for Early Childhood Education and Care.

Contact details for the Office for Early Childhood Education and Care is Ph: 3436 6204

### More information

The Starting Blocks website; <https://www.startingblocks.gov.au/find-child-care/> offers helpful tips for parents on early childhood development and what to look for to ensure your child gets a quality care and learning experience.

## **SUPPORT WEBSITES OF INTEREST**

Nature Play Queensland- <http://www.natureplayqld.org.au>

Marc Armitage- <http://www.marc-armitage.eu>

Nutrition Australia: <http://www.nutritionaustralia.org/>

My Child: [www.mychild.gov.au/](http://www.mychild.gov.au/)

Family Assistance Office - [www.familyassist.gov.au](http://www.familyassist.gov.au) c c

Early Childhood Australia - [www.earlychildhoodaustralia.org.au](http://www.earlychildhoodaustralia.org.au)

Kids safe- <http://www.kidsafeqld.com.au/>

ACECQA- <http://www.acecqa.gov.au> National Quality standards, Reg's and Act

Queensland Health - [www.health.qld.gov.au](http://www.health.qld.gov.au)

SIDS and Kids - [www.sidsandkids.org](http://www.sidsandkids.org)

Abused Child Trust - [www.abusedchildtrust.com.au](http://www.abusedchildtrust.com.au)

Department of Child Safety - [www.childsafety.qld.gov.au](http://www.childsafety.qld.gov.au)

Department of Education, Training and Employment: <http://deta.qld.gov.au/>

Queensland Immunization schedule- <https://www.health.qld.gov.au/publications/clinical-practice/guidelines-procedures/immunisation-schedule.pdf>

Staying Health in Childcare- [www.nhmrc.gov.au](http://www.nhmrc.gov.au)

Kids help line- 131114 [www.lifeline.org.au](http://www.lifeline.org.au)

Kids Matter- <https://www.kidsmatter.edu.au/early-childhood>

Starting Blocks- <http://www.startingblocks.gov.au/other-resources/>

Child protection Act- <https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/ChildProtectA99.pdf>