



Albury Occasional Childcare and Early Learning Centre

ABN: 24 856 558 468

Assoc. Inc.

Dedicated to providing a quality learning
experience in a safe, positive
and caring environment

PARENT HANDBOOK 2019



WELCOME TO OUR CENTRE

Albury Occasional Child Care & Early Learning Centre Association Incorporated is a twenty-nine (29) placed Centre, located at 469 Ebden Street, South Albury. It is a community-based Centre, managed by a committee of volunteer parents. The Centre is a not for profit organisation and is licensed by the Department of Education and Communities.

MISSION STATEMENT

Dedicated to providing a quality learning experience in a safe, positive and caring environment.

PHILOSOPHY

Albury Occasional Child Care and Early Learning Centre is a 29 place, not for profit community-based service.

We strive to build positive relationships with families to ensure they are welcomed into the service in a caring and respectful manner. Our positive relationships with families, educators, the community and the environment, benefits children and provides them with a strong connection between their home life and the care environment.

Children have a right to play; this is an integral part of their learning. Our educators will allow children the freedom to learn at their own pace through unscheduled, uninterrupted child-led play. Through play the children will explore, solve problems, create and construct; this will lay the foundations for discovery of who they are and give them the curiosity to learn about their world.

We believe our families...

- Are the most important people in a child's life
- Are welcome at the service at anytime and can work with educators to ensure best results/transitions for their children
- Can contribute by volunteering time as a committee member and/or share a passion or skill with the children
- Have a right to flexible high-quality child care for their children and feel secure in the knowledge that their child is in a caring and nurturing environment
- Will feel secure and respected and know how educators will assist to guide their child.
- Have valuable information to share with us and are encouraged to provide feedback, guidance and suggestions about our service.

We believe children...

- Will have their individuality acknowledged, with the freedom to eat/play/sleep at a pace that suits them thus reaching their full potential.
- Need to feel secure, safe, happy, respected, listened to and be able to explore play using a variety of resources.
- Will benefit from the home-like environment of multi-aged grouping. With positive guidance and mutually respectful relationships with educators, children can take measured risks within a safe environment.

We believe our educators...

- Will provide a home life atmosphere in a learning environment that welcomes children and their families and respects individual needs.
- Support and encourage children's learning through observation, planning, documentation, evaluation and reflection, guided by the Early Years Learning Framework. Children's learning will be scaffolded, providing a holistic approach to their development.
- Will encourage children to make their own choices in a fun and warm atmosphere where dedicated educators will abide by centre policies and procedures, Department of Education regulations and Australian Early Childhood Australia Code of Ethics.
- Educators are committed to a collaborative, supportive workplace with ongoing professional development through formal training, in-house knowledge sharing and on-the-job learning.

We believe our community...

- Provides children with a sense of belonging, helping them understand their world.
- Guides us to strengthen our relationships with children and families of the Border.
- Can benefit from the provision of flexible child care options, specific advice and referrals to services as required.

We believe our environment...

- Assists children to appreciate and learn about the wonders of nature and respect it. A connection to the natural environment teaches children responsibility to protect and preserve it.
- Educators and children are involved in sustainable practices which are ever evolving.

OUR PROGRAM

Our Program is based on the Early Years Learning Framework which considers the frameworks five learning goals. These goals assist children to develop:

- A strong sense of their identity
- Connections with their world
- A strong sense of well being
- Confidence and involvement in their learning; and
- Effective communication skills.

We document children's learning and development through an app called See Saw. The app provides Educators with the opportunity to develop digital portfolios for the children who attend our service. The digital portfolios will record snap shots and written observations of your child's developmental progress and play alongside peers. As well as provide a portal for announcements and curriculum up-dates. Families will be provided with secure log in codes, where a little like Facebook you will see posted feeds related to your child's day in care. Families will be able to comment on posts, add suggestions and feedback through the portal.

We will also work on a project book with children where we will share the documentation we do WITH and FOR your children. We will be working corroboratively with the children, each contributing in a way that is meaningful to them. The children have ownership; they cut, and glue pictures and artifacts, draw and make marks.

Educators analyse, reflect and celebrate all children's contributions. The Project Book will be used to evidence the process (journey) and the progression of your children's thinking, learning and development over time.

For many of the projects the initial interest is identified during children's play by skilled, observant and reflective educators. We believe that children can lead their own learning through their interests and can also lead their projects. We the educators act as mentors and guides with carefully planned opportunities. As you share this book with your child you will notice how they are progressing; their increase in knowledge and language development as well as their fine motor skills as they become more able to control a pen and use scissors.

Please ask us if you would like an explanation of the learning. You will also notice that Educators document planning possibilities on the pages, these are the ideas that we may use to extend on your child's interests to promote their learning and development.

CONTACT DETAILS

469 Ebdon Street, South Albury NSW 2640

P: 02 60216 545

F: 02 60211 255

E: admin@alburychildcare.com.au

EDUCATORS

All educators hold current First Aid Certificates and have Anaphylaxis and Emergency Asthma training. All have valuable experience and knowledge which they contribute to provide high quality care.

Mim (Director)	Educational Leader 3-5 years Diploma of Children's Services Studying Bachelor of Early Childhood Education and Primary Certificate IV in Frontline Management Certificate IV in Assessment and Workplace Training
Karen	Educational Leader 0-2 years Diploma of Children's Services
Megan	Educational Leader 2-3 years Diploma of Children's Services
Courtney	Diploma of Children's Services
Iseabail	Certificate III in Children's Services
Belinda	Certificate III in Children's Services
Shantelle	Diploma of Children's Services
Cecile	Diploma of Children's Services
Helen	Diploma of Children's Services
Carol	Diploma of Children's Services
Rebecca	Bachelor of Educational Studies

Opening Hours

The Centre is open Monday to Friday from 8.00am to 6.00pm. The Centre is closed on public holidays and for a two-week annual break, in December/January. Dates will be displayed prior to closures.

How to Enrol

To enrol please complete an enrolment form. It is important that you complete all the form as it provides us with important information about your child. Regulations dictate that a copy of your child's immunisation records are kept at the Centre, so please bring your immunisation statement from Medicare. If you do not have a statement, you can obtain a statement by:

- by calling the Australian Childhood Immunisation Register on 1800 653 809
- through Medicare Online Services at <http://www.medicareaustralia.gov.au/online>
- by requesting a statement by emailing <mailto:acir@medicareaustralia.gov.au>
- by visiting the local Department of Human Services Service Centre, Medicare office or Centrelink office

You will also be required to present your child's birth certificate prior to your child attending the Centre.

Immunisation

As of 1st of January 2018 it is a requirement that all children that attend early childhood services be fully immunized. Immunisation records provided by Medicare must be presented to the Centre prior to the children attending their first day of care.

Registration Fee and Bond

Families are required to pay an annual registration fee of \$30.00 after the second time using the service within the year. This fee covers insurance and administration costs.

Families are required to provide a bond of \$100.00. This money is returned at the end of the year if the family's account is up to date. If an account falls into arrears, Centre staff will contact the family to rectify the situation. If attempts to rectify the account fail, written notice will be given that the Centre intends on using part or full use of the bond to clear the account.

Credit card details will also be required to secure the account. The bond and credit card is to safeguard the Centre from losing funds due to accounts falling into arrears. The Centre is not for profit and we ask that families understand that service cannot operate unless we have the funds to do so.

Fees

We receive only a small amount of State Government funding; therefore, fees and fundraising are an important part in the continual running of the Centre.

Hourly Rate: \$9.50 per child per hour (a minimum of one hour is required and can be increased by half hour increments). Fees are to be paid on arrival on the day of care or in advance. Fees can be paid weekly or fortnightly on a pre-arranged day. Please speak to Mim to organise a fee structure that will work in with your family.

Time booked is time paid for: That is, if you have booked your child into care from 9.00am to 3.00pm and you arrive to collect your child at 2.00pm you are still required to pay till 3.00pm.

Late Fee

After 6.00pm (this time is unlicensed) a late fee will be charged at \$5.00 for every 5 minutes late. During the day, the hourly rate applies. If you are running late please phone the service to let us know.

Payment Methods

EFTPOS, Credit Card as well as Direct Deposit facilities are available.
Cash and cheques are also accepted.

Bank deposit details

Bank: Hume Bank

Account name: Albury Occasional Child Care

Account Number: 111090477

Please use your child's name when making a payment so we can match your payment to your account.

Permanent Bookings

Regular position bookings are opened at a fixed time on a fixed date to be determined on an annual basis by the committee of management. Forms will be distributed prior to this date providing details of the system and the opening time and date. Regular position bookings will be accepted strictly from this set time by the return of the completed and signed form.

Available positions will be determined according to the priority of access as stipulated in the children's services regulations 2011.

Regular position bookings can only be made on a full annual basis. The booking commences from the first opening week of the Centre in January and continues until the closing week in December.

Regular positions in all time slots will be fixed as follows:

Babies	4
Toddlers	5
Pre-schoolers	5

- Where **strictly three weeks'** notice is provided for non-attendance on a regular position booking (e.g. for annual leave/school holidays) **no charge** will be made for the time not in care.
- Where **less than** three weeks' notice is provided for non-attendance on a regular position booking a **50% charge** will apply.
- If the child is **sick** and cannot attend a **50% charge** will apply. If the child becomes unwell and is sent home from care normal charges will apply.
- There will be no charge on regular bookings for NSW gazetted public holidays where the Centre is not open.

- Regular position bookings can be **permanently altered** if a position is available at no charge. They can also be **permanently cancelled** with no charge where **three weeks' notice** is given. The 50% cancellation fee will apply until the notice period is completed.
- All bookings that are **not cancelled** either by phone or e-mail will be charged at **full fees** for the time booked.

Child Care Subsidy (CCS)

A new Child Care Subsidy commenced on the 2nd of July 2018, replacing the Child Care Benefit (CCB) and Child Care Rebate (CCR) with a single, means-tested subsidy, paid directly to service providers to be passed on to families.

Families can utilize Child Care Subsidy (CCS) to reduce the fees they pay to Albury Occasional Childcare and Early Learning Centre.

The subsidy you will receive, and any applicable cap will depend upon your own personal circumstances and is subject to your combined family income, hours of recognised activity and child care details.

To receive Child Care Subsidy, parents need to complete an application through their Centrelink online or MyGov account. More information about Child Care Subsidy can be found at:

<http://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Once you have been assessed as eligible for CCS, you will need to provide us with both parent/carer's and child's customer reference numbers and confirm your child's booking at Albury Occasional Childcare and Early Learning Centre through your MyGov account.

Full fees will be charged until the center receives details of CCS payments.

Occasional Bookings

Occasional bookings can be made via e-mail- admin@alburychildcare.com.au for the week we are in plus two extra weeks. Minimum booking time is 1 hour and after that minimum time, booking times can be increased by 30-minute increments. E-mails are accepted each Monday morning from strictly 7am for the third week in advance. E-mails sent prior to 7am will not be accepted and you may miss out on a spot. You will need to continue making bookings each Monday morning for as long as you require the care. Please speak to staff if you require further clarification

The following will apply where occasional bookings are cancelled:

- ◆ Cancellation of care before **midday the day before** - NO charge will apply
- ◆ Cancellation of care **after midday the previous day** – 50% charge will apply
- ◆ **Sick children** will not be charged where the Centre is notified the child will not be attending prior to the commencement of the booking (a doctor's certificate will need to be provided if cancelling on the day of the child's care). If not notified then the **50% charge will apply**.

- ◆ If a child is **sent home due to illness normal fees** will apply.
- ◆ **Non-attendance** (no notification provided via e-mail or phone) – **Full fees apply.**

WHAT TO BRING EACH DAY

Bag

Bags will be placed in lockers. Please label your child's bag.

Hat

Please provide your child with a broad brimmed sun hat all year round. Beanies can be worn in the winter months.

Clothing

Your child's day at the Centre is very busy, with lots of messy activities and experiences, therefore please bring your child in old clothes, and provide a spare change of clothes/several pairs of underwear if your child is toilet learning. These all need to be clearly labelled with your child's name.

For safety reasons, we ask that you child does not wear thongs. Closed in shoes or sandals are ideal.

Provide your child with warm coats, hats, gumboots and slippers for winter.

In Summer please provide sun-safe clothing that covers much of the skin (especially the shoulders, back and stomach) as possible. This includes wearing:

- Loose fitting skirts and dresses with sleeves and collars or covered neckline
- Longer style skirts, shorts and trousers.

Please note: Midriff, crop or singlet tops are not sun safe clothing.

Children without sun-safe clothing are required to play in an area protected from the sun (e.g. under shade, veranda or indoors) or will be provided with spare clothing.

Nappies

Provide your child with adequate nappies for the day if required.

Morning Tea, Lunch, Afternoon Tea & Drink

8.30 to 10.30am Please bring a piece of fruit/vegetable (such as apple, orange, sultanas, pear, peach, grapes, carrot, cheese, dry biscuits etc.) for all to share, staff will cut them up for a sharing platter.

11.45am-12.15pm A healthy generous lunch should be provided. We encourage a balanced and healthy diet. The Centre has a 'Nut Free Policy' To protect children attending the Centre who have anaphylactic reactions to nuts. Please ensure than lunch boxes do not include any food containing nuts (e.g., peanut butter, Nutella or whole nuts in snack packs).

2.00pm Again, please provide a piece of fruit or a healthy snack (yogurt, cheese and dry biscuits etc.) If you wish to celebrate your child's birthday at the Centre, please bring along a cake. (Ingredient list must be provided)

Drink - Please provide a labelled drink bottle with water in the drinks basket, that is kept on the bench for children to access throughout the day. Water and plain milk/formula are the only drinks the children are to have at the service.

Payment

Payment - Please pay each day with EFTPOS, credit card or cash. Alternative payment methods can be arranged with approval from the Director, please speak to Helen to arrange a payment method that works for your family.

Other items to bring

- If your child has a special toy, teddy, blanket that will assist them settling, please bring it along.
- If your child has a dummy, you must provide a named container for its use and bring with child.
- Sunscreen is provided, however if your child has an allergy please bring your own.

We discourage children from bringing toys, books etc., from home as they may become lost or broken. If your child insists of bringing a toy/book to the Centre make them aware that it will need to remain in their bag.

Labelling items

Please ensure children's belongings are clearly labelled and recognisable to your child. Every item sent to child care should be labelled. Although this may be time consuming, it saves time searching for lost items!

Tape and marking pens are located at the sign in sheet for you to mark all drinks, bags, clothing and lunch box.

Lost property

All unclaimed items are placed in the lost property boxes in the foyer area. Wherever possible, these items are labelled with the child's name (if known). We recommend you look through this regularly. Items left in the box for long periods of time will be donated to charity.

CENTRE PROCEDURES

Sign-in Sheet

Upon arrival and departure, parents must sign in their child/ren. The exact time (not booked in time) needs to be written and then signed. This is very important as these records are used should an emergency evacuation occur as well as being a legal requirement by DEEWR for families receiving Child Care Benefit.

If you arrive before your booked in time, you will need to stay with your child until the booked in time commences. Alternatively, you can inquire as to the services' ability to accommodate your early arrival in the number of children the service is licensed to care for. You will then be charged for that time.

Communication with Parents

We communicate with families by way of newsletters, e-mail and posters/information in the foyer/play room doors. The See saw app is a tool to document learning and communicate with families.

We also welcome suggestions from parents so please feel free to share your ideas via the suggestion box in the foyer, send us an email, or a message via the See saw app.

Arrival Procedure

- Sign your child in the foyer area.
- Educators will greet the parent and child then ask as to where your child's routine is up to for the day. Educators want to make this transition as smooth as possible, while making sure both the parent and child are comfortable.
- Place your child's bag in an available locker.
- Place lunch box on counter for Educators to place in the fridge.
- Place morning tea to share in the fruit bowl that is located on the counter.
- Place drink bottle in drinks container.
- Say goodbye and give your child a big hug!

We encourage parents to stay awhile and settle their child into the Centre. During the child's stay with us feel free to ring and find out about your child. If a child is very unsettled, Educators will contact the parent.

It is important when leaving your child to say good-bye; this helps the child to understand that you are leaving. Our Educators are very sensitive to the needs of children and their families and Educators will provide physical comfort until your child is ready to settle into play.

The amount of time that it takes each child to settle into care varies between children. Please feel free to talk with staff about settling your child to suit you and your child's needs.

Departure Procedure

- Sign your child out in the foyer area.
- Collect your child's bag from their locker.
- Check the bag for lunch boxes and drink bottle, if not in the bag, check the containers or ask Educators.
- Ensure you have all belonging including hat, shoes etc.
- Collect any artwork from the boxes in the foyer.
- Inform an Educator when you are leaving with your child. Educators will inform you of your child's day and where the child is up to in their routine.

Family or Friends Collecting Your Child

It is a legal requirement that children are not released to anyone other than those people

specified on the enrolment form. If you expect a family member or friend will collect your child, notification in writing will need to be given to Educators prior to this occurring. Any person collecting a child who is not familiar to Educators will be asked to show photo identification.

Persons under the age of 18 years are not permitted to collect a child from the Centre.

Illness

We believe that sick children recover best in the comfort of their own home. Our Centre is not equipped to care for sick children, but we will do everything we can for the comfort of a child who becomes sick whilst at the Centre until parents or emergency contact person can collect the child. There are some diseases which will require your child to be excluded from the Centre for the protection of the other children.

Children, staff and visitors will be excluded from this Centre in accordance with the Recommended Minimum Periods of Exclusion from School, Pre-School and Child Care Centre's for Cases of and Contact with Infectious Diseases – National Health and Medical Research Council, January 1997.

Children who are suffering from vomiting, diarrhea or a high temperature must not attend the Centre for 24 hours. If a child is prescribed antibiotics for any reason they cannot return to the Centre for 24 hours allowing time for the medication to take effect.

On enrolment, each family will be given a copy of the Centre's Medical Conditions Policy. Please read this information and keep in a safe place for further reference.

Medication

Medication must be in original container, labeled with child's name, instructions for dosage. Staff will only be able to administer medication that is prescribed by a medical practitioner. Medication must be given to a staff member on arrival and will be placed in appropriate container as per Department regulations. Medication form must be completed by parent/guardian on arrival.

Asthma

The Centre has accreditation from the Asthma Foundation. If your child suffers from asthma an action plan must be in place and supplied by their doctor. On arrival and departure asthma medication form must be completed by parent/guardian and signed off by a staff member. The child's asthma plan and photo will be displayed in the kitchen to ensure all staff are aware of the child's needs for the day.

Anaphylaxis

Parents will need to bring in their child's anaphylaxis action plan that has been completed by their doctor. On arrival, the child's medication will be stored in the medication cupboard. The child's anaphylaxis plan and photo will be displayed in the kitchen to ensure all staff are aware of the child's needs for the day.

Parents/Guardians will be contact immediately if your child becomes ill at the Centre. If you have any questions regarding this, please ask the staff.

Policies

We have a comprehensive Policy Manual located at the Centre which we encourage you

to be aware of. These policies allow for consistency of decisions within the operation of our Centre. Due to the cost involved it is not possible to provide all parents with a copy of this manual, however we are happy to provide copies of any policies that you are interested in. Please feel free to discuss with Educators or our Parent Management Committee if you have any concerns regarding our policies.

Student, Volunteers and Parental Involvement

Throughout the year you will see various new 'faces'. These are our volunteers and students from various local organisations e.g. TAFE, Nursing, University, Work Experience and Job Training schemes, who gain practical experience in child care.

Parents are encouraged to participate in the running of our Centre, regardless of how large or small. Some of the ways you could volunteer your time;

- Attend the Annual General Meeting (held in March).
- Attend Committee Meetings or become a Committee member.
- Assist in fund raising activities.
- Assist in Centre maintenance and repairs.
- Become a volunteer at the Centre.

If you are interested in helping the Centre continue to offer the best occasional day care available, please speak to any of the Educators or if you have any questions, do not hesitate to ask.

Car Parking

There is ample parking on the street or you may park in the driveway. If you park in the driveway, please ensure you are not going to be in the Centre for an extended period and please respect other families by not 'sandwiching in' other cars by being the third car parked in the driveway.

If you are parking on the street, please ensure you assist your child from the car from the curb side and on to the footpath.

Do not leave children unattended in your car even for a short time.

Conclusion

We aim to make the transition from home to day care as smooth and as stress free as possible. Our Educators are trained to ensure your child feels welcome and accepted into our Centre. Please don't hesitate to ask questions and seek feedback about your child's day. We look forward to working with you and your family 😊
