



"Aiming For Excellence"

PARENT GUIDELINES/TERMS AND CONDITIONS

Bankstown Childcare Academics' Goals:

Principles and practices that best support our vision and the developmental needs of our children are:

- valuing the child as an individual within the context of the family and the community
Supporting parents in their role as primary caregivers and sharing information of benefit to the development of their child
- valuing play as a medium for all aspects of development and learning
- acknowledging and supporting children's individual learning styles
- valuing the arts as symbol systems through which children discover and express meaning and make sense of themselves and their world
- providing opportunities for discovery learning through self-selected activities, and encouraging the development of children's abilities to observe, perceive, explore, investigate, imagine and problem solve
- valuing positive reinforcement of appropriate behaviour, thereby allowing the child to develop self discipline and parent-supported value systems
- valuing daily routines such as eating, toileting, dressing and resting as opportunities for learning and social development, and therefore ensuring that these times are engaging and stimulating
- respecting the needs and rights of children to make choices and decisions by empowering them to take responsibility for the functioning of parts of the daily routines
- providing opportunities for children to develop responsibility by encouraging them in taking care of their environment and materials
- valuing the cultures of the children attending the Centre through presentation of relevant cultural activities
- recognising the need for children to practice skills and consolidate their learning by providing opportunities for repetition of experiences and extension of their ideas
- designing and establishing an enriched environment that stimulates the imagination, promotes creativity and enhances aesthetic development and appreciation of nature
- valuing and supporting staff in their work with children and families and in their own professional development
- being responsive to the needs of the community and abiding by the relevant laws and policies that relate to the provision of quality children's services
- Underlying these principles and practices is our understanding of the need to promote children's independence and their ability to work co-operatively with peers and adults within an environment free of cultural or gender bias.

Centre Guidelines:

ALLERGIES

For your child to receive the best possible care it is important to communicate to the centre any known allergies that your child suffers from. You will be provided with the opportunity to detail all allergies by way of an Allergy Plan that will be given on commencement.

BIRTHDAYS

Birthday's are an important time in a child's life and we welcome the opportunity to be a part of such a happy day. Families wishing to celebrate birthdays etc with cakes should advise the centre in advance. Cakes (or cupcakes etc) must be purchased "ready made" and should have labels intact, as the centre must read the ingredients listing. The cakes cannot have any nuts or nut products in them. We cannot accept homemade cakes or cupcakes. Alternatively you can prepare a fruit platter.

BOOKING FEE

We require a \$100.00 booking fee to be paid when the Enrolment Form is submitted. This will cover administration expenses as well as bed sheets for your child and a sun hat. The booking fee must be paid whether the child is placed on the Waiting List or the child's starting date has been confirmed. This is a one-off non refundable fee. Additional children from the same family also incur the fee of \$100.00

CHILD CARE BENEFIT

Child Care Benefit (CCB) is a payment made to families to assist with the costs of child care. Families are required to complete the CCB Information section on the enrolment form and full fees will apply until this information is received. Families need to call the Family Assistance Office (13 61 50) to determine their benefit and provide our centre with:

- your child's date of birth, your child's reference number (CRN)
- parent's date of birth, parent's reference number

CHILD PROTECTION INFORMATION

The centre's aim is to promote safety and well being of all the children within care, which is each child's "Human Right". The centre's staff will help children learn about self protection and to ask someone they trust for help if they feel unsafe, by carrying out protective behaviour programs. For more detailed information relating to child protection please refer to the centre's policy, 'Child Protection and Protective Behaviours Policy and Procedure' or the parent information section.

COMMUNICATING WITH STAFF

The centre has developed a communication plan which outlines the opportunities for you to share information about your child's health and development with the staff and also outlines opportunity for input and feedback on centre activities. Through a partnership between families and the child care centre we can all assist the children to receive the care and opportunities they require throughout their early years of development. As part of the enrolment process a detailed Communication Plan covering all aspects of the centres systems is available on request.

COMMUNITY LINKS

The centre works closely with a number of organisations within the community. These include organisations that are set up to assist children and families such as Early Intervention, Speech Therapists and Community Health. In addition to this we also have contact with a number of service organisations which include

some of the following; NSW Fire Brigade, Police, Ambulance and our local Hospital. These organisations provide valuable verbal and written information as well as guest speakers attending the centre to give specialised talks.

CUSTODIAL ORDERS

If a custodial order is in place in relation to your child and the denial of access by a person or persons and/or the collection of your child, please provide the centre with a copy of documentation to allow for this to be implemented. The centre's privacy policy will be enforced in relation to all child information.

DELIVERY AND COLLECTION OF CHILDREN

This is an important and emotional time for all children. Handled correctly this can become a positive experience for both parent and child. We encourage families to stay for a period of time to settle your child into the centre and to stay at departure time so that staff can discuss with you any issues of your child's day. There are strict guidelines relating to the signing in and out of children for parents and relatives and must be adhered to so that an accurate record of attendance is maintained. Authorised collectors need to be specified on your enrolment form and must be over the age of 18.

DEPOSIT BOND

Once the child has been confirmed a place at the centre, a Deposit Bond of \$200 per child must be paid on acceptance of your child's position. The bond needs to be paid prior to the child's commencement date. The refund will be processed on the last day of the child's attendance, less any unpaid fees or other expenses incurred.

DISCIPLINE POLICY AND PRACTICE

Positive guidance of behaviour is the teaching of what is a good thing to do and what is not, what is safe, what pleases other people and what angers and hurts other people. Positive guidance of behaviour helps children understand the difference between what acceptable behaviour is and what is not. When children are re-directed, stopped or reprimanded the reason is explained to the child which will assist them to make judgements about what he/she can and cannot do. All teachers will utilise a number of guidance strategies to promote positive behaviour including indirect, direct, verbal and emotional techniques. Each of these strategies are detailed in the Positive Guidance of Behaviour Policy in the centres policy folder.

EMERGENCY / ACCIDENTS

Whilst every effort is made to provide children with a safe environment accidents do occur. In the event of an emergency, illness or accident concerning my child and the staff member being unable to contact me or other persons authorised by me, I consent to the centre to seek urgent medical, dental or hospital treatment or ambulance service and also carrying out on my behalf medical, dental, hospital treatment in the event that such action appears to be necessary because the child has been injured, or is ill at the Centre and I accept liability for medical, dental hospital and ambulance services.

ENROLMENT PROCEDURE

The Director will strive to ensure that the enrolment process is as easy and effective one for you and your child. On arrival at the centre the Director will orientate you and your child through the centre and provide you with an enrolment package which includes all relevant information on the Centre's operations. We encourage you to complete the application form as soon as possible so that every effort can be made to satisfy requests for individual days. Your child's enrolment is confirmed after the application form is completed, payment is received and the method of future payment is determined.

EQUITY & SOCIAL JUSTICE POLICY

The Directors and staff of this centre endorse the concept of a cross-cultural and non-discriminatory curriculum,

and believe that this perspective should be implemented throughout all centre programmes. They believe that educational programmes must support the child's self esteem and pride in family, community, ethnic and linguistic origins.

EVACUATION PROCEDURE

Due to the age group of the children the importance of routine is essential in managing serious issues such as an evacuation. With this in mind 3 monthly evacuation and fire drills take place in the centre with an evaluation process identifying areas of improvement. Located throughout the centre at all exits is an evacuation procedure that is strictly followed by centre staff at all times.

EXCURSIONS

The aim of excursions is to extend the children's experiences beyond that able to be offered at the centre. The objective is to offer children an extended experience in an enjoyable manner that is safe and as anxiety free for the children, adults and staff as possible. All excursions will be appropriate to children's development and permission will be sought from all parents / guardians prior to the commencement date.

FEES

Fees and Payment: The Fee Rate for Children (2 – 5 years) is \$80.00 per day. Fees can be paid by Credit Card, Cash or deposited in a Bank Account nominated by the director of Bankstown Childcare Academy Pty. Ltd. Fees are payable on public holidays, sick/absent days. There are no make up days due to a child's absence.

GRIEVANCE WITH THE CENTRE

Our child care centre 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.

GUIDELINES FOR VISITORS

All visitors to the centre are required to report to the front office for identification by the Director. Once identification has occurred the visitor's details and reason for the visit is logged into the visitor's book. Once completion of the visit has occurred they must be signed out and assisted off the premises by a member of staff. On occasions where the visitor will be interacting or observing the children they will be introduced to the children where opportunity will be given for any questions and discussion. These procedures are in place to ensure the utmost privacy and protection of the children.

HYGIENE

The Centre ensures that the highest levels of hygiene practices occur within the centre at all times. Food safety, storage practices, cleaning, hand washing and toileting procedures are just some of the concerns for staff and procedures are in place and enforced daily.

ILLNESS - SYMPTOMS

Sometimes, children and adults need to be away from the centre for the safety of others. Excluding sick children and adults is an important way of preventing the introduction of infection in to the centre. In general if a child is sick that he/she:

- Sleeps at unusual times
- Has a fever
- Is crying constantly as a result of discomfort due to illness
- Is reacting badly to medications
- Is in need of constant one to one care
- Parents will be contacted asked to take their child home, as this childcare centre may not have the staff

resources to adequately care for the children in these conditions.

IMMUNISATION

Immunisation is the safest and most effective way of providing protection against early child diseases. Upon enrolment all children will be required to provide a copy of their child's immunisation details to centre management. Any child who is not up to date with their immunisation will be considered not immunised. Non-immunised children will be excluded from the centre if an incidence of any communicable disease occurs for the period of time as recommended by the health department.

LATE POLICY

Collection of all children is to be completed by 5:30pm on any given day. If an approved collector of the child has not arrived by this time a phone call will be placed to the parents. Children who are collected after closing time will be charged \$5.00 for every 5 minutes the family member/authorised person is late to collect the child.

MEALS AND NUTRITION

Childhood is a time of growth and activity, which results in increased nutritional needs. It is also a time to form life-long habits of good nutrition and healthy eating. The amount of food required each day varies with age, size and activity level of the child and a good diet is important for the normal growth and development of the child. It is important for staff and families to work co-operatively to ensure the centre plays a part in meeting each child's nutritional needs. This centre provides early breakfast, morning tea, lunch, afternoon tea and late snack. A weekly menu is posted detailing meals for that week.

MEDICATION

Administering medication to children at the request of their parents is a task that requires attention to detail, meticulous 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.

Completion of the daily medication table will need to take place and be signed by the parent. Instructions for dosage, storage and time frames will all need to be written down and explained to staff members. Any over the counter medication requires a current doctor's sticker with valid expiry dates. All parents need to consider if medication is required by the child then remaining at home may be the best and safest option.

MOVEMENT INSIDE AND AROUND THE CENTRE PERIMETER

I give permission for staff to escort my child around the perimeter of the centre as may be required or necessary and within the Department of Community Services regulations.

NUT FREE ENVIRONMENT

The centre does not allow nut, nut based foods or foods that have been processed/manufactured using the same equipment that processes nuts, to be brought or served at the centre. This is to protect children, staff and visitors who may have nut allergies. Families must also wash their child's hands and their own hands prior to arrival at the centre in case they have eaten or touched a nut based product.

OH & S ISSUES

This child care centre protects the health and safety of children, staff, parents and visitors to the Centre by keeping informed about the Occupational Health and Safety Act and ensuring appropriate codes of practices are followed at the Centre. For more detail please refer to the Policy & Procedure folder.

ORIENTATION

All families are encouraged to use the orientation period before commencing at the Centre which consists of visiting the centre for short periods of time and helping to familiarise your child with the centre's surroundings. On arrival at the centre the Director and senior staff will explain the importance of this time and the benefit it will give to you and your child. Every effort will be made to show parents every aspect of the centre's operations and answer all your questions. You will also be asked to complete surveys which will be used to provide us with things such as additional information about your child and the effectiveness of our orientation system.

PARTNERSHIP WITH PARENTS

In Australia today, infants and young children are spending more time than ever before in non-parental care. This centre aims to; communicate regularly with families to share information about each child's health and development; strengthen the partnership between staff and families; increase the opportunities where staff and families can communicate and share information. All parents are encouraged to contact the centre in person or over the phone at anytime to speak with your child's carer.

PAYMENT OF FEES

OVERDUE FEES

Late Tuition Fees Payment and Direct Debit Dishonour Fees: Please understand that if fees are overdue, your child's position may be declared vacant. We also reserve the right to charge a Late Tuition Fee Payment on top of normal fees which are overdue. In the event that the direct debit from your account is dishonoured by our bank, there is a \$25 dishonour fee for each dishonour payment.

PERSONAL PROPERTY / TOYS

Families are encouraged to leave children's toys and valuable belongings at home unless they are being used for news or special events. With children wanting to show friends, toys can become broken or lost which inevitably results in your child becoming upset. Although comfort toys are more than welcome we ultimately want children to understand that there are home toys and centre toys. Staff will be asking that all toys brought to the centre will be given back to Mum or Dad on departing. We seek your assistance with this matter.

PRIORITY OF ACCESS

The Government Child Care Benefit Scheme has strict guidelines in relation to Priority of Access for children attending all child care centres. This centre complies with all guidelines and more information can be accessed through the Centre Director.

PROFESSIONAL DEVELOPMENT OF STAFF

With Childcare being a changing landscape of procedures, research and information this centre's staff are constantly reading and learning new information and skills to keep abreast of the latest developments. All staff are at varying levels of further education and being supported by Centre Director. Staff also attend regular training days throughout the year and initiate new programs and systems directly from these.

PROGRAMMING

Your child's development is directly linked to the effectiveness of the centre's program. Staff are continually evaluating and observing the effectiveness of the program and linking these findings to each child in the centre. All activities and experiences are linked to centre goals, group goals, individual goals, philosophy, group and individual evaluations. Parents are encouraged to comment on and provide ideas to enhance the program based on their child's current interests.

REDUCING ENROLMENT DAYS

When reducing days of enrolment, the family must give 2 school weeks' written notice of their intention of reducing their child's attendance days. Should the child's days be reduced prior to the 2 week period, fees are payable for the regular days of the child's attendance.

REST AND SLEEP PROCEDURE

Time to rest is extremely important to young children who are exposed to a very full and busy day. Sleep and rest periods are adapted to meet the individual needs of the children and their families and are put in place in consultation with parents. Staffs are sensitive to children's needs and identify when children are tired. For children who do not sleep quiet activities such as reading a book, puzzles or drawing are made available. Children are fully supervised when resting or doing quiet activities.

SUN PROTECTION

Skin damage, including skin cancer, is the result of cumulative exposure to the sun. Much of the damage occurs during childhood and adolescence. Research suggests that sunburn is a contributor to skin cancer and other forms of skin damage such as wrinkles, sunspots, blemishes, and premature aging. Most skin damage and skin cancer is, therefore, preventable.

The aims of the Sun Protection Policy are to promote among children, staff and parents:

- Positive attitudes towards skin protection
- Lifestyle practices which can help reduce the incidence of skin cancer and the number of related deaths.
- Personal responsibility for and decision-making about skin protection.
- Awareness of the need for environmental changes in schools to reduce the level of exposure to the sun.
- General protection strategies include protective clothing, 30+ sunscreen, play in shaded areas and play in cooler parts of the day.

TRANSITIONS

When children are due to progress into the next age group, this will be carried out with minimal stress to the child, family and staff. Discussion will take place between families and the centre in relation to the readiness of the child and their age. Each day the child will spend a small amount of time in the next room, with this time frame being gradually increased depending on the child's mood and reaction to the new room. By the end of the orientation the child should have completed activities, eaten lunch and rested in their new room.

WAITING LISTS

A waiting list for positions will occur when licensed places are filled for each given day. Upon availability arising the position will be offered based on the Priority of Access Guidelines and this process will occur until the position is filled.

WHAT TO BRING

To assist with your child's first day there are a number of items your child will need. Please include the following:

- **School Bag** - a backpack that will be big enough to hold the following items
- **Spare set of clothes** - in the case of an accident or if they get wet during play
- **Shoes** - are to be comfortable and supportive suitable for running and climbing.

WITHDRAWAL NOTICE: Two school weeks' notice in writing needs to be given (not including holiday periods) to withdraw your child from the centre. During the withdrawal period fees must be paid as per usual and the Deposit Bond will be refunded.

I declare that I have read and understood the aforementioned Guidelines/Terms and Conditions.

Child's/Children's name: _____

Parent/Guardian's Name: _____

Parent/Guardian's Signature: _____

Date: _____