

# Creative Kids - Educare Centre.



## Parent Handbook

# **Creative Kids Educare Centre.**

**Welcome to Creative Kids.**

**We are delighted that you have chosen to enrol with us. We appreciate that the early years are very important for your child's development and we intend to make their time here at Creative Kids both educational and enjoyable.**

**We believe in the importance in making your child feel at home with us and hope that you will feel part of our family too.**

**Please feel free to come to the centre at any time as we have an "OPEN DOOR" policy. If you have any special talents that you may like to share with the children at our centre we'd love to know about it and get you involved.**

**Creative Kids is Licensed under the Childcare Act. The Child Care Act and Regulations are minimum standards that all childcare facilities must adhere to. The Legislation that we operate under encompasses compliance in areas such as staffing, activities offered, child /staff ratios and staff qualifications. The Department of Communities are the governing body that ensure compliance with regulations and they may be contacted at the Gold Coast Office on 07 55 627100.**

**A notice displaying current staffing and groupings may be found in the foyer of the centre.**

**Please be advised that it is within your rights as parents to ask for information on the following topics at any time.**

- **A general description of the activities and experiences given by the service.**

- The services philosophy about learning and child development outcomes and how these outcomes will be achieved.
- The goals and knowledge and skills to be developed through activities and experiences.

We hope that the lines of communication between your family and ours will always be open and that we build a successful partnership together.

We look forward to getting to know you and your family.

The Director.

## **A Message from the Licensee,**

Thank you for taking the time to have a look at our special centre. We hope that you will choose to enrol with us and that we will become part of your extended family.

Creative Kids is a passion of mine and providing quality environments for children is a long term goal for my centre. We feel that we offer more than just baby sitting and more than just Childcare. The staff that we have in the centre are trained professionals who have chosen this industry as a career.

We invite you to look at the quality of the outcomes that we achieve for children and the support that you will receive from the centre staff and management and ask yourself if you would receive this quality any where else.

With the rise of corporate childcare, now more than ever we need to protect and facilitate quality learning environments for children. At Creative Kids we know that we do just that.

I also ask that as parents or guardians you be proactive and supportive of the staff and also supportive of your child's learning. We know that parents are the main influence on a child's life so who better than to revise our teaching than you.

Creative Kids is a unique environment that gives children opportunities and exposes them to play that leads to learning.

We know that you have your child's best interest at heart and so do we.

Kind Regards,  
Kyoichiro Asano

## Our Centre Philosophy.

At Creative Kids we provide a safe, secure caring and consistent environment for all children. Children will be treated with respect and dignity.

### Children

**C.1 We see all children as unique individuals with differing strengths, needs, interests and rates of development. Children will be treated equitably regardless of gender, culture, religion or additional needs.**

**C.2 We promote self confidence by providing developmentally appropriate open – ended experiences which allow children the opportunity for experimentation and exploration.**

**C.3 We believe in establishing genuine relationships with children by interacting with their families, documenting their development, speaking to children directly and incorporating information from other services and specialists.**

## Families

**F.1 We acknowledge parents and carers are the main influence on children's lives and so we aim to form strong partnerships with families.**

**F.2 Families are welcome to attend the centre, suggest ideas and have access to their child's records at anytime.**

**F.3 We will support families in any area needed and act as a resource to the best of our ability.**

## Programs, Learning and Environment

**P.1 Through our programming we will observe individual children, develop plans that cater to the individual, evaluate and reflect on outcomes.**

**P.2 Our programs will cater to cognitive, social, physical, emotional and self help needs. Programs will reflect centre philosophy, developmental and centre goals and challenge bias and stereotypes.**

**P.3 Environment and routines will be conducive to learning and will be flexible to the needs of the group and individual needs. There will be provision for individual, small and whole group experiences.**

**P.4 For staff to be reflective of their performance, bias and the effect that this may have on children in their care.**

## Staff

**S.1 Our staff are role models for children and we would aim for their conduct to be professional and caring at all times.**

**S.2 We acknowledge that staff abilities can always be improved on and so we encourage further study and professional development on a regular basis for all staff.**

**S.3 Staff will behave in a professional manner to each other, be supportive, share ideas and model appropriate manner within the team. Staff will act as advocates for the child-care industry and conduct themselves in a manner that is reflective of the ECA Code of Ethics.**

**Written in conjunction with staff , parents and management. Reviewed June 2006**

## Our Centre Goals

### **For our Children our Goals are:**

**GC1 - To create an environment where children of all ages, gender, cultures and backgrounds feel safe, secure and loved.**

**GC2 -To encourage children to develop by hands on experiences where teachers guide and encourage “play” as an educational tool.**

**GC3 -To foster individual development by planning programs that are the result of individual observations and child initiated needs and interests.**

**For our Families & the Community our goals are:**

GF1 -To respect the differences between families and promote positive attitudes and values about gender, ethnicity and social backgrounds.

GF2 -To encourage the involvement of parents, guardians family and the community in our centre as much as possible, because we respect and value the importance of the contributions they can make.

GF3 -To encourage positive communication between all parties through informative conversations, as well as formal daily record, and notice boards, monthly newsletters, parent evenings and social events.

GF4 - To provide quality service that best meets the needs of all families and offers a support system for parents.

**For our Staff & Colleagues our goals are:**

GS1 - To develop positive relationships based on mutual trust and respect

GS2 -To provide a pleasant working environment that promotes encouragement, support, co-operation, consideration of others and a positive team mentality.

GS3 - To act professionally and develop our professional expertise.

Written in conjunction with staff, parents and management.

Reviewed June 2006

## **General Information:**

### **Hours of Operation:**

We are open from 6.30am to 6.30pm, Monday to Friday. We are open 52 weeks a year but we are closed on Public Holidays. If your child is booked in on a Public Holiday you are still required to pay the days fees.

## **Licensee:**

Our current Licensee is Mr. Kyochiro Asano. Mr Asano plays an active role at the centre teaching Computer and Early Maths. Mr Asano is forward thinking and plans that the centre will be on the cutting edge of not only Early Childhood teaching but also technology.

## **Schedule of Fees and Payments Guidelines:**

To secure a place at our centre a \$30 non refundable deposit must be paid upon enrolment. Fees are payable weekly. Fees are payable for all booked days, including Public Holidays and illness absences. Invoice and accounts will be found in your child's fee pocket every Monday. Parents are required to give two weeks notice when leaving our centre. Fees may be paid by depositing monies in the fees box at the front desk. Make sure that your child's name accompanies the payment and that you sign the Register. Payment may be made by cash, cheque, Direct Debit or Credit Card. If fees are in arrears for a time deemed unacceptable to the Director care for your child may be cancelled. Fees will be in your child's fee pocket outside their room. Please ask teachers if you do not know where this is.

## **Current Fee Structure:**

	Fees 2007
Babies/Toddlers - \$46.00 per day	\$48.00 per day
All other Classes - \$44.00 per day	\$46.00 per day
Vacation Care - \$45.00 per day	\$46.00 per day
Before School - \$11.00 per day	\$12.00 per day
After School - \$16.00 per day	\$16.00 per day

**Weekly Bookings will attract \$1 per day discount.  
These are full fees without CCB applied.**

## **Holiday Payments:**

Holidays from our centre may be taken at any time during the year. All parents are entitled to have four weeks per year holidays at half price. Half price means that you pay half of your weekly payment. Please organise with the Director when you will be taking time off.

## **Late Payments:**

\$1.00 per minute will be charged if children are still in attendance after 6.30pm.

## **Child Care Benefit –**

If you attend our centre and meet Centrelink's criteria you may be entitled to Child Care Benefit. Child Care Benefit is a reduction in the full fee that you pay at the centre. Child Care Benefit is means tested. When your child is enrolled at the centre it is the parents responsibility to contact Centrelink. The FAO phone number 136150. Our centre CRN number or reference number is 407019514L.

## **Allowable Absences:**

Each child in care in Australia is given thirty allowable absence days per year. If your child has a day off or is sick this can be counted towards an allowable absence. CCB will still pay for these days as long as you sign your child in and mark it as an away day. Once you have used all thirty absences CCB will not cover any extra days off.

## **Priority of Access:**

Our centre follows the Commonwealth of Australia guidelines for priority of access. We will support the needs of working parents, those seeking work, and those studying as our first priority.

## **Waiting Lists:**

We hope to be able to provide care for all that need it but unfortunately that cannot always be the case. If we cannot find you a position at the centre please put your child's name on the waiting list. Waiting list positions will be distributed taking into account:

- Priority of Access
- Days Available
- Age groups available.

## **Classes and Groupings:**

Current groupings and class arrangements can be found in the foyer of the centre. Your child's teachers names will also be available for this poster.

## **Staffing:**

We know that our staff are the secret of our success. We are proud of the professional attitudes of our staff and the caring natures of our employees. All of our staff have appropriate qualifications as set out by the Child Care Regulations 2003. Staff meet on a regular basis to discuss centre policy. We also encourage all staff to engage in professional development activities.

From time to time volunteers and students educational institutions may visit our centre. These visitors are under the supervision of our staff at all times.

## **Visitors:**

All visitors to the centre must sign in at the front desk on arrival and departure.

## **Birthdays:**

Birthdays are a special time of year and we are happy for your child to celebrate with us. Parents are more than Welcome to bring in a cake and party food but please remember that you will have to cater to the whole class. If you have any cultural or religious belief that means that your child cannot celebrate Birthdays please let the staff in the room know.

## **Personal Property:**

We do not encourage children to bring toys or other personal property to the centre. We cannot be responsible if items go lost or get broken. Check with your teachers about Show and

Tell provisions in the classroom. If your child must bring something encourage them to bring a book to share.

### **Labelling and Naming of Personal Items:**

It is important that every item that you send to childcare is named. It is easy when you only have a few children's items to take care of but imagine 24 pairs of socks to locate! Please be mindful that things like special hair ties and fiddly jewellery may get lost. It is best to keep items at home. Hats, Clothes, Bags, Spare Clothes, Sheets and Lunch Containers and Drink Bottles must be named. We cannot take responsibility for unnamed items that go missing.

### **Safety Issues:**

Safety Issues are a very important consideration at the centre. Please ensure that you drive slowly when coming in and out of the car park. Watch for children at all times. Please do not allow children to bring hazardous or inappropriate items to our centre.

### **Smoking/Swearing:**

Please ensure that you do not smoke or use inappropriate language in or in close vicinity to the centre. Thank you for your compliance.

### **Reporting of Harm:**

We would like to make you aware of our obligation and Duty of Care to Children that we are required to report to The Department of Communities Child Protection branch if we feel any child is at risk. If you would like any more information about this please see the Director.

## **Programming and Activities.**

During the time that your child is in our centre they will be participating in programs to enhance their development and give them lots of learning opportunities. We want the children to have fun while they are learning.

Each room operates on a daily program that allows flexibility for the teachers to be spontaneous and offer a more child driven day.

A routine will be displayed in every room so that parents are aware of what will be occurring during the day.

Your child will be observed regularly and outcomes of these observations will be planned for so that we offer individualised care for your child.

Throughout the day at the centre your child will be taking place in a number of activities and learning experiences.

Some of these may be;

- Art and Craft ( painting, drawing, cutting, collage)
- Building and Construction (leggo, building blocks)
- Music and Movement (singing, dancing and instruments)
- Manipulative Activities( mix and mess, playdough)
- Language experiences(story time, show and tell, discussion)
- Routine times (hand washing, meals and toileting)
- Outside Play (climbing, running and jumping)
- Inquiry Based Activities ( child driven enquiry about specific topics)
- Pre Reading and Pre Writing activities (for specific age groups)

If you would like to add to our program we value your input. Please do not hesitate to speak to your child's teacher about your suggestions.

**Programs are displayed in the classrooms. Please ask the teacher if you do not know where it is in you room.**

**Additional Activities for over Threes:**

Our centre offers additional activities for the over three age groups these include: Computer skills, Japanese Language and Early Maths for the Preschool group.

**Computer Skills:** Computing at our centre are taught once a week in Preschool and Senior kindy. Mr. Asano the Licensee and Miss Kayoko teach this class. This activity is free of charge.

**Japanese language:** Japanese is taught once a week in the Preschool and Senior Kindy groups. Miss Kayoko teaches the children greetings, counting and basic conversation. Please speak to your child's teacher to see which day these activities are taking place.

**Computer Kidz:** Computer Kidz is an activity that is offered to all children over three at additional cost. Enrolment forms are available when your child commences care at the centre.

**Additional Activities:** From time to time the centre will employ specialists to take other classes in the centre. These classes may be dance, drama, music or movement. All children will be included in this activity.

## **Policies and Procedures:**

All our Policies and Procedures are located in the Policy Book in every room. If you would like any further explanation please do not hesitate to ask.

### **Behaviour Management:**

Our aim is that all children will be treated with Behaviour management techniques that reflect our philosophy. We aim to teach the children self discipline and to involve staff, families and community support to help achieve positive out comes for children.

**Emergency and Evacuation Procedures:**

Emergency evacuation procedures are displayed in each room in the centre. Please familiarise yourself with these procedures and if you are involved in an evacuation please follow the instructions from the staff.

**Nutrition Policy:**

We hope to support children in our centre by teaching about healthy eating. We ask that you refrain from sending fizzy drinks, lollies or junk food regularly. Once in a while we are happy for your child to bring a treat. Healthy eating equals healthy bodies. If you need any lunch box ideas please ask our helpful staff. We will heat up lunches sent from home in accordance with our Food Safety Policy.

**Sleep/ Rest Time Policy:**

Each rest time varies for each child. The babies room sleep on a flexible routine. All other children in the centre will be required to have a rest between the hours of 12.30pm – 2pm. All children are encouraged to rest but no child is forced to sleep. Children are allowed to rest quietly or do quiet activities during this time. It is a health and hygiene requirement that all children bring a sheet from home to cover their mattress. Please ensure all home items are labelled.

**Sun Protection Policy:**

It is important that your child has a hat each day. It is a requirement that all children wear sunscreen when going outdoors. If your child is allergic to sunscreen please let the teacher in their room know. Hats should be clearly labelled.

**Vaccination Policy:**

For your family to be eligible for Child Crae Benefit and for the Health and Safety of all people in the centre we ask that your child be vaccinated. Please bring proof of Vaccination on enrolment.

**Child Illness Policy:**

This policy is put in place to stop cross contamination of infectious conditions and to support children in our care that may be ill. Children who have symptoms suggesting illness or communicable diseases will be reported to the Director. According to guidelines the Director will decide whether the child is fit to be at childcare. If the outcome is no Parents will be contacted. Communicable Disease will be registered in the office and a sign put up in the foyer to make all parents aware of illness in the centre.

**Administering of Medication:**

We prefer all medication to be administered at home. If this can not be the case please make sure you have followed guidelines that are in place. A medication form should be taken from the hallway and filled in for your child. Please ensure that the medication has a Pharmacy Label on it. (even paracetamol) All medication is to be handed to the teacher or the teacher in charge. Please be advised that we will not administer the first dose of Antibiotics. This must be done at home. Any questions may be directed toward the teacher in your child's room.

**Social Justice (including multiculturalism):**

We support equity for all children in the centre, We want children to develop positive gender, racial, cultural class and individual identities. We encourage the involvement of all families and seek to integrate the customs and values of many cultures.

**Children with Additional Needs:**

We aim to support all children who want to be included in our program. The centre supports families of children with additional needs.

**Excursion Policy:**

Excursions are usually only for children in the school age bracket. We like to utilise the parkland next to the centre when the child staff ratios permit. Please make sure to indicate on the back of your enrolment form permission for your child to go to the park.

**Communication Plan:**

Our Communication Plan has been written in conjunction with parents and staff at the centre. We will provide daily feedback to parents through a variety of media. Day sheets, Mealtime, Rest reports will all be available to parents. Staff will verbally communicate with Parents as well as provide posters, newsletters and notes to communicate effectively.

**Parent Communication:**

We hope that you will effectively communicate with us too. Please do not be afraid to talk to the staff or the Director about any issues that you may have. We like to know about what you are doing as this makes us better supporters of your family. If you need a cuppa and a chat that is OK too.

**Grievance Policy:**

If you have any concerns about your child or the centre we want to hear about them. We are sure that we can work things out together. We suggest that you talk to the child's teacher first and if you have no resolution of the matter then see the Director. Parents may also contact the Department of Communities on 07 550627100 if they feel that they need to discuss matters further.

**Authorised Pick Ups Only:**

As part of our Duty of Care not only to the children at our centre but also to the families only authorised people may pick up your child. Please ring the centre if someone we don't know will be picking up the child. We may ask this person for ID. To verify who they are. Please make sure that you let the staff know if there are any custody issues that may have changed.

# Daily Routines.

## **Signing In and Out:**

Signing in and out daily is a legislative requirement that ties into your CCB allowance. If you do not sign in and out your child for all intensive purposes is not in our care. CCB will not pay for the day unless you have signed in. (even when you are away you are required to sign in.) Sign in sheets are kept on the shelf outside the front reception.

## **Settling In:**

Settling in can be difficult for some children and parents alike. It is important that you explain to your child where you are going and when you will be back. Try to direct your child to an activity or group time. Please make sure you see a staff member at arrival and departure. Please say goodbye, even though it may make your child temporarily sad, it's best in the long run.

Maybe you would like to stay a while at first, you are more than welcome to do so. Staff hold a lot of experience in handling periods of adjustment for children and parents so please trust us. We believe that with appropriate care and understanding even the most distressed child will come to love their days at Creative Kids.

## **Lockers:**

Every child at Creative Kids will have a locker to hold his or her belongings. Please help your child pack away their bag in the morning. Lunch boxes are to be put in the fridge in your child's room. Babies lunch boxes are to go into the kitchen fridge.

## **Meals:**

Meals at our centre are to be sent from home. Each child each day needs to have morning tea, lunch and afternoon tea. As per our Nutrition guidelines we like food that is sent from home to

be healthy choices. If your child is going to be at the centre after 5.30pm please send a late snack. Kindy Lunches are available from the office before 10am every day for the cost of \$4.00. (Note: if you order kindy lunches you will still need to send morning tea with your child.) All bottles of formula must be measured by the parents or formula powder may be sent in a container.

## **What to bring to childcare:**

- A labelled hat
- An extra set of labelled clothes
- A labelled sheet
- Morning tea, afternoon tea and lunch
- A drink bottle

## **Additional Items for Under 2's.**

- Prepared bottles
- At least 6 pairs of trainers or nappies
- Snuggly, dummy or comforter

## **Useful Contacts.**

Creative Kids Educare Centre      07 55 379989

Creative Kids Mobile                0402195669

Department of Communities      07 55 627100

Gold Coast Hospital                07 55 718211

<b>Poisons Information</b>	<b>131126</b>
<b>Child Health, Southport</b>	<b>07 55 311560</b>
<b>Parentline</b>	<b>1300301300</b>
<b>24 Hour Child Health Line</b>	<b>1800177279</b>
<b>Emergency, Police, Fire, Ambulance</b>	<b>000</b>

**Notes:** \_\_\_\_\_

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**Enjoy your time At Creative Kids!**