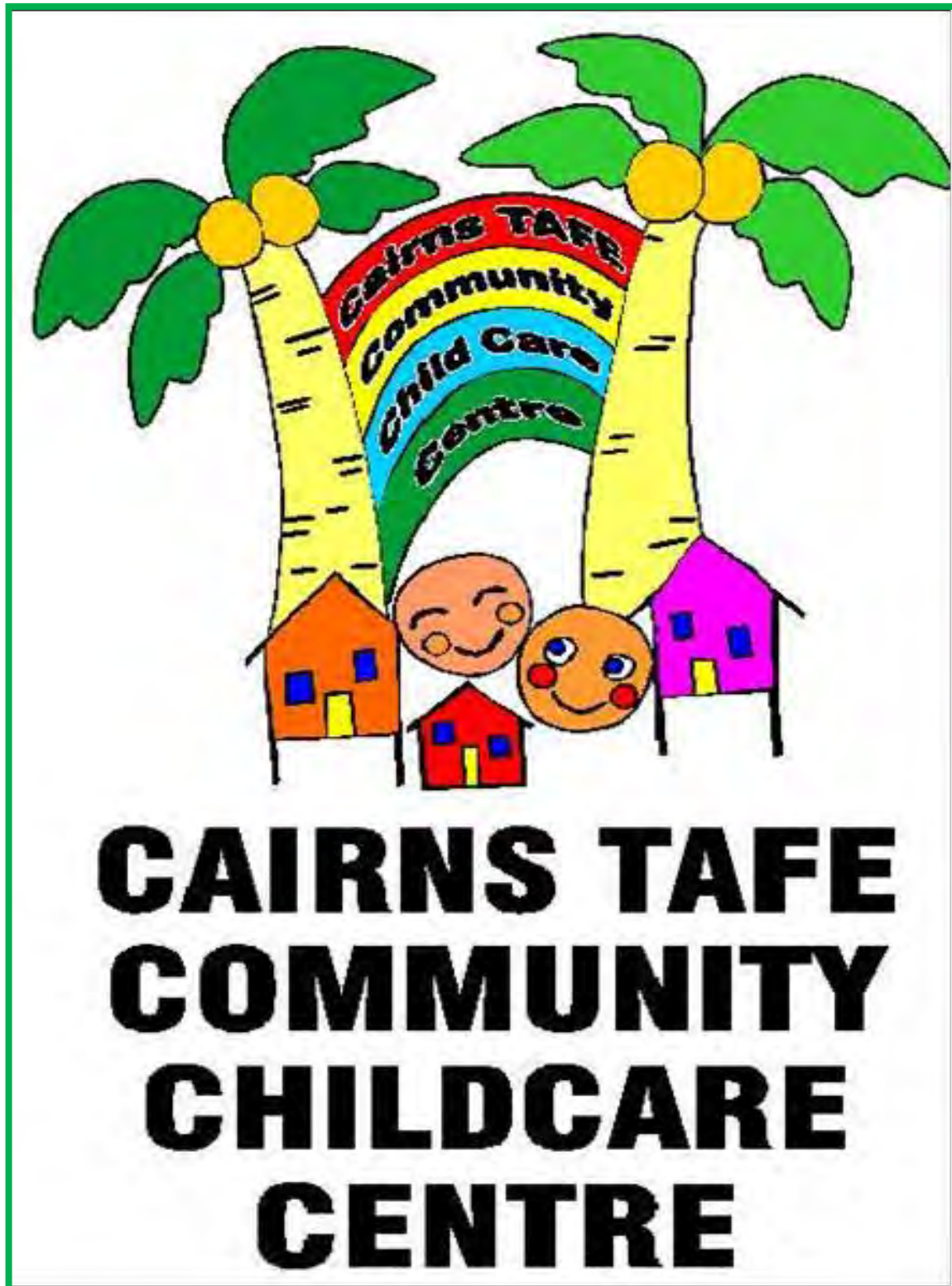


# Parent Handbook

## PART 1 OF 2: CENTRE OVERVIEW

(Updated September 2019)



Please Note: Any Centre-specific details located on the back cover

## **Welcome to Cairns TAFE Community Child Care . . .**

*We look forward to having your child at our centre and ensuring he/she has the best possible experience each and every day.*

*Our childcare centre is a special place where children, educators and families come together.*

*A place where children will learn and grow in a comfortable, happy, familiar and positive environment.*

*A place that your child will enjoy coming to and where their confidence will grow as they develop friendships with other children, educators and families.*

*We will work to develop warm trusting relationships where we support each other and work in partnership to achieve the best possible childcare experience for your child.*

*We are committed to the provision of the highest quality childcare services and constantly update, review and reflect upon our policies, procedures and practices to ensure they always meet the needs of families at the centre.*

*Each day at Cairns TAFE Community Childcare Centre we focus on ensuring that we achieve successful outcomes for your child, your family and our educators.*

*This handbook is a resource for families to refer to throughout the time your child is in care at Cairns TAFE Community Childcare Centre. It outlines how your centre operates and provides helpful information as your child moves through the various rooms at the centre.*



## Cairns TAFE Community Child Care Centre

### Our Philosophy:

Developing a passion for learning in the Early Years will enable children to continue to grow, learn and prosper throughout their future. At CTCCCC we will provide children with a safe, secure, natural environment where the foundations for learning through play will be the core to building resilient, confident, responsible, compassionate and capable decision makers. From the nurturing atmosphere of our nursery through to our Kindergarten our purpose is to transition children into the school environment who not only value themselves but who also value and respect family, community, nature, the environment, and learning.

### Our values:

- We acknowledge the original custodians of this land, the Gimuy Walabura Yidinji and the Yirrangangi people. Indigenous history is rich in the Cairns region and the centre aims to promote greater understanding of local Aboriginal and Torres Strait Islander ways of knowing and being, while ensuring that other cultures are equally recognised and incorporated into our programs.
- Our Educators are responsible for the physical and emotional development, well-being, safety, and education of every child attending CTCCCC. Educators extend children's learning through incorporating their interests in the programs, role modelling, meaningful conversations, individual and group discussions and hands-on learning experiences.
- We believe that our Educators are the backbone of our centre and appreciate their individual strengths, knowledge, values, skills and vision for the children. We endeavour to support our Educators learning and development with ongoing education relating to their identified needs and best practices for children.
- Through our inclusive environment all children will have the opportunity to learn through play, make decisions and collaborate with peers and educators. We actively work to support the inclusion of all children including those with diverse abilities and disabilities, as well as those from all socio-economic, ethnic, and religious backgrounds and believe that by incorporating this diversity into our programs we enrich children's learning.
- Through reflection, discussions, meaningful documentation, and learning stories we celebrate children's play, discoveries and learning. We share milestones, achievements and celebrations with families through formal and informal conversations, displays, social media and individual online portfolios.
- Families are the first teachers and are encouraged to be active members of our centre community. Family's suggestions, ideas and involvement are welcomed and valued and its these partnerships that ensure the best outcome for their children.

## Hours of Operation

The centre is open Monday to Friday; 7.30am to 6.00pm (10.5hrs per day)

Reduced daily sessions are available Mon-Fri, attendance is strictly 8am-5pm (9hrs per day)

Our Kinder program operates Mon-Fri 9am to 4.30pm (7.5hrs per day)

A late fee applies for children who are still in attendance after 6pm for full day sessions and after 5.15pm for children attending 9hr sessions.

The centre is closed on all public holidays and for 2 weeks over the Christmas period. The centre may also close in periods of local emergency i.e. Cyclones, power outages

## Fees

	Kindergarten	Toddler	Nursery
Daily Fee	\$96.00	\$97.00	\$98.00
SEIFA Kindy Fee Reduction	-\$10.65 pw	N\A	N\A

Fees can be paid by cash, credit card, EFTPOS or electronic funds transfer. **PLEASE NOTE:** We do not accept AMEX

### Direct Debit Details

**A/c NAME:** Cairns TAFE Community Child Care Centre Association

**A/c NUMBER:** 261828535

**BSB NUMBER:** 014 - 538

- Please make sure you put your child's last name as a reference, this will ensure the money is deposited on your child care account

## Maintenance Levy

As we are a non for profit centre we have a Maintenance Levy which is payable every quarter. The monies received from levy payments help with the maintenance of the centre, our equipment and grounds. The maintenance levy fee is \$75.00 per family per quarter, however levy is billed at \$150.00 at the start of each semester (twice a year) and then reduced over the same period for any volunteer work that has been undertaken. Alternatively, we provide a variety of opportunities for families to reduce levy, odd jobs are placed on the Calendar for the coming Semester outside the Administration office; families can also assist at fundraisers or our annual working bee. Families who chose to assist with odd jobs will have their levy reduced by \$25 per hour of assistance.

## Centre Policies

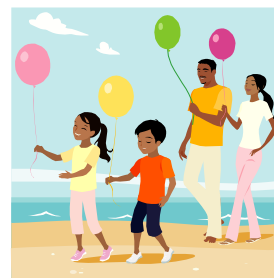
A complete set of policies for the centre are located in the foyer. These are broken into the seven Quality Areas under the National Quality Standards.

- *Educational Program and Practice*
- *Children's Health and Safety*
- *Physical Environment*
- *Staffing Arrangements*
- *Relationships with Children*
- *Collaborative Partnerships with families and Communities*
- *Governance and Leadership*

These policies are reviewed periodically and amended when appropriate; all parents are invited to be part of this process.

## The Family

The family is valued as the primary source of care and education for their child; as parents you have a huge amount of information regarding your child. As child care professionals we always aim to listen and share information about your child, an open approach to your child's care will enhance their time and yours at our centre. We welcome ideas, questions or input you may have to facilitate interest planning that will benefit the children in meeting their individual needs. If you are able to spend some time with your children at the centre, you will observe how the children interact with each other and educators.



## Our Environment

The centre environment is maximised to allow opportunities for children to provide input into their room and outdoor area designs. Furniture and equipment is ergonomically designed for movement and change allowing children and educators to mold areas to suit their current interests.



Activities and experiences allow for interactions with adults and peers on an individual, small group and occasionally, whole group level. Considerations of time, space, resources, ideas and people are essential in providing a safe, stimulating environment in which children can play and learn.

Easy access to materials is achieved by provision of low open shelving for children to self-select. There is a balance of indoor, outdoor, messy, imaginative, active and quiet activities, spaces and places. As children interact with their environment, they learn to share, use language, negotiate, reason, question, solve, experiment, create and co-ordinate movements.

## The Program

The centre operates under the Emergent Curriculum, our curriculum allows educators to observe children and create experiences based on their interests; the general program gives children a variety of mediums and equipment to interact with and expand their play each day.

Educators provide developmentally appropriate activities within the curriculum, where each child's age, ability, interests and individual learning styles are considered and catered for. Children's learning is long lasting when they are supplied with resources that interest them and are free to organise and interact with those materials at their leisure.

Educators listen, learn and move with the children as their interests develop and change, providing them opportunities to imagine, create, problem solve and develop relationships with their peers. Information and the general program are displayed in each room; these are flexible outlines of planned experiences for the children and may be changed as educators observe children and their interests throughout their day. Each child's individual and group learning will be documented on an online E-Portfolio through Educa, which families can view from home.

## Educa E-Portfolios

Portfolios are an invaluable tool to track the learning of your child/ren. However, with your busy lives, you are often rushed to read and hear about your child's day. Online E-Portfolios allow you to access your child's portfolio from your home or work computer at any time. You are able to make comments, read learning stories and newsletters, and share this information with other family members you have given authorized access to.



Educa is a secure web-based portfolio system specifically designed for Early Childhood Education Centres and parents. It has significantly improved our communication with parents and families. The idea behind Educa is to provide a secure and interactive environment where teachers and families can share learning stories, photos and videos, and collaborate on children's learning. Educa has also released apps for both the iPhone and the Android, which are available for parents to follow children's learning on the go.

E-Portfolios become a story of your child's life at Cairns TAFE Community Child Care Centre, showing skills developed over time, telling stories of play situations and highlighting interactions and friendships being made and other events or activities while in care. Parents are encouraged to view, discuss, comment on or add to the E-portfolio at any time. Each child's E-Portfolio is private and confidential and are available only to appropriate educators and parents. PLEASE SIGN THE EDUCA CONSENT SECTION FOUND IN YOUR ENROLEMNT FORM. *Note: For further information about Educa, visit [www.educa.co.nz](http://www.educa.co.nz).*

## Our classrooms

### Nursery Area



Our nursery classroom provides babies and toddlers with high quality care in home-like environment. We ensure our nursery provides a rich, comfortable and secure environment where your child will feel relaxed, happy to play and interact with educators and other children.

Our educators provide individualised care to children and create a warm, caring and nurturing environment to help with the development of your child's emotional security. We meet children's physical and emotional needs through daily care routines, one-to-one interactions with each child as well as small group play times.

### Toddler Area

As babies develop, they move into our toddler's room which caters specifically for the 2-3 year age group. The toddlers program shows more educator initiated activities, however children's specific interests are still used as focuses for this group.

Our toddler room is designed to help children build their confidence to grow and explore. The large outdoor area enables the toddlers to interact with the kindy children throughout the day and with siblings in the nursery, these interactions help to strengthen their social and language abilities and expand their skills.



### Kindy and Pre Kindy Area

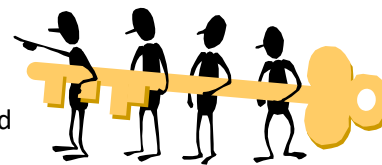
Our Kindy room catering for the 3-5 age group begins your child's preparation for school providing the 3-4 age group early exposure to Kinder learning while the 4-5 kinder cohort navigate through programs that ensure they are ready to face the transition to Prep.

Children in our kinder group are given more responsibility for their surroundings, are encourage to think openly, ask questions and respect their peers, educators and their environment. Learning is supported by a Bachelor Qualified Early Childhood Teacher who plans a range of meaningful educational experiences that are developmentally and culturally appropriate and based on the skills and abilities of the individual and of the group.

***Kinder eligible families are provided further information about the Kinder program in our Kinder Information Handbook.***

## The Cairns TAFE Community Child Care Centre Team

We recognise educators as our greatest asset. We employ educators with a range of qualifications, skills and experience. We make every effort to recruit and retain the best possible early childhood educators to care for and educate your child. We have thorough recruitment procedures to ensure all educators have the appropriate skills and experience for the position they hold.



Educators are provided with training opportunities throughout their employment to enhance their skills and keep up to date with current knowledge of best practice in early childhood.

We carry out regular educator appraisals to gain an understanding of the skills, knowledge and attitude of individual educators. We aim to support the professional development of each educator and create opportunities for them to develop their proficiency.

Our team of educators work in partnership with families to provide a service that meets the needs of the children, parents and the teaching team. Children learn from educator behaviour and consequently educators are expected to be positive role models. Educators model a variety of behaviours including communication skills, acceptance of health and hygiene practices and other appropriate behaviours.

At our centre educators are nurtured and their skills are challenged. We respect the educator's initiative, innovation and attention to quality, as well as their commitment to the children and their families.

## Working with Children Checks

We carry out reference checks on all educators employed at the centre to gain an understanding of the competence, reliability and attitude of the candidates. To comply with the Working with Children (Risk Management and Screening) and Other **Legislation** Amendment Bill 2018, Child Protection, a Working with Children Blue card check is done on all full, part-time and casual employees as well as ongoing visitors who will be working with the children.

## Administration & FAQs

### Who do I call about administrative issues such as billing and CCS enquiries?

Once your child is enrolled into Cairns TAFE Community Child Care Centre, administration issues will be handled by the Director and Administrator. Our Director has administration support to help take care of enrolments, billing, Child Care Subsidy, payroll and accounts payable matters.

Administration support is provided to help alleviate the pressure on our centre staff which also means the Director is largely free to focus on the care and education of children at the centre and is available to families.

### What do I do if I want to change my child's days of care?

If you wish to change, increase or decrease the days your child attends care you must complete a 'Application For Change To Routine Care Days' form.

Parents are required to provide 14 days' notice to decrease days. Any other changes can be made in a time frame agreed upon by the Director or Administrator. We will do our best to accommodate your childcare needs.

## What do I do if I want to cancel my child's care?

It is a condition of enrolment that you complete a 'Discontinuation of Care form' 14 days prior of your intention to withdraw your child from the centre. This allows for children's e-portfolios and fees to be finalised.

**PLEASE NOTE: Families must attend right up to their last booked day of care, children who end care on an absent day/s will be charged full fee for those day/s as outlined in Centrelink legislation.**

## When are my fees payable and how do I know what I am paying?

Statements are provided upon payment or at fortnightly intervals by email, statements outline fees incurred and payments made, they also show CCS paid. If you have trouble understanding your statement, please see our office staff.

Fees must be paid for every day your child is booked for routine care, including public holidays and when your child is sick or on holidays. A full daily fee is charged regardless of the number of hours your child attends.

It is our experience that parents do not always read and understand the terms under which their children have been enrolled and this can cause problems later on. We are a small business and the provision of our childcare service is reliant on prompt payment of fees. Therefore, to avoid any misunderstandings in our future relationship we take this opportunity to highlight some of the most important items in the terms and conditions of enrolment.

- Fees are required to be paid by EFTPOS, Electronic Funds Transfer, Cash or credit card
- Just like any other school, fees are still payable on public holidays or when your child is absent.
- It is your responsibility to sign your child into and out of care. This is a licensing requirement as well as a condition for claiming Child Care Subsidy, failure to sign in and out may result on penalties imposed by Centrelink e.g. subsidy removed for unsigned days
- Fees must be paid regularly and must not be 2 or more weeks in arrears at any time.

We understand that things happen in day to day life that may affect your ability to pay fees, please do not hesitate to contact us should such a situation arise.

## How do I know if I am entitled to claim Child Care Subsidy?

- Most families are entitled to Child Care Subsidy.
- The Federal Government provides funding for all Australian residents' using childcare via Centrelink.
- If you wish to claim Child Care Subsidy (CCS) you must register with Centrelink and link it to your MY Gov account.
- Once registered you are required to fill out an online Child Care Subsidy Assessment and then Centrelink will determine whether you are eligible for fee assistance. The exact amount of the fee assistance is determined through an income and activity test and will depend on your family's level of approved activity per fortnight.
- It is your responsibility to ensure we have yours and your child's Centrelink reference number. This Customer Reference Number (CRN) uniquely identifies each child and parent and will allow reconciliation of each child's usage of care when you complete your income tax return at the end of each year.
- Fortnightly booking data for each child is submitted electronically to Centrelink.
- Invoices issued by the centre detail the days for which you are entitled to funding and the amount of CCS funding being provided to you. YOU SHOULD KEEP THESE INVOICES FOR YOUR TAX PURPOSES.

For more information on CCS please access the My Child website at [www.mychild.gov.au](http://www.mychild.gov.au)



# Parent Handbook

PART 2 OF 2: GUIDE TO DAILY PRACTICES

(Updated September 2019)

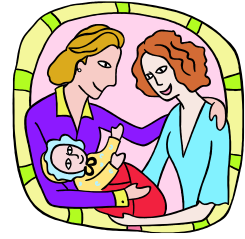


Please Note: Any Centre-specific details located on the back cover

## Starting childcare

We understand that starting childcare can be a little unsettling for your child and family. We endeavour to make the transition as smooth as possible for your whole family.

To support you and your child through this process we suggest you do some of the following:



- thoroughly read your Parent Handbook to ensure you understand how the centre operates
- ensure you have filled out all forms in the enrolment package
- start your child at the centre at least one week before returning to work as it is hard for both parents and children to cope with this big change at the same time
- plan your child's first few days to be shorter where possible
- make the most of your orientation visit; ask questions, ensure your child meets his/her educators and ensure your child knows his/her way around the room (especially toddlers and preschoolers) including knowing where the bathroom is and where to store personal belongings
- program the centre phone number into your phone in case you want to call the centre during the day



- expect changes in your child's eating and sleeping routine and read the forms which let you know how much your child has slept, eaten etc.
- parents are encouraged to spend time in the centre to show your child that you enjoy being in there and are comfortable with the educators
- answer your child's questions openly and honestly and reassure them (for toddlers or preschoolers)
- expect your child to pick up some germs in the first month or so of care, however feel confident that once your child builds up a resistance he/she will be less likely to pick up bugs (even with strict hygiene policies children pick up germs by being in contact with other children)
- provide the centre with a family photo to help make the environment personal to your child
- ensure you feel comfortable with the centre / staff and your decision; as children pick up on parent anxiety
- please feel free to call and check on your child during the day however be assured we will also call you if your child is unusually upset

## Helpful Information about day to day care

Please remember to do the following every day;

- allow time to talk to educators and share information about your child's experiences the previous night and earlier that morning. These experiences can affect the way your child copes with daycare each day.
- be patient and provide support to your child – your child may not want to join in with other children straight away and may prefer to stand and watch – your child needs to take this learning experience at his/her own pace
- say 'goodbye' and wave to your child telling your child that you will be back. Children need to trust you that you will say goodbye and return in the afternoon – after you say goodbye.
- your child's educator will provide your child with comfort and support and help distract your child by singing, getting involved in an activity or playing with a favourite activity
- where possible set up a predictable 'goodbye routine' so goodbyes don't drag out (try to follow the same routine each day so your child knows what to expect)
- talk about daycare, educators and events with your child – it is common for children to say they 'just played' at daycare so please read programs, look at photos, art work and look for specific information to use as cues when asking questions about their day to help your child recall information
- check your parent pocket, read notices, newsletters etc. and stay informed
- try to relax – if you are stressed or in a hurry to get to work, it will be harder to settle your child – try to make goodbyes as happy, calm and relaxed as possible.



It often takes time for a child to bond with educators, make friends and become happy and settled in care – open communication, trust and respect between the child, educators and parents is essential in supporting this experience.

## Arrival and Departure

We aim to help each child feel happy, secure and relaxed during his/her time in care and ensure a child's safety and security upon arrival and departure.

When dropping off and picking up children, parents must make contact with an educator in their child's room before leaving.

Educators will be in the main yard before 9am to welcome children and parents, share information about how your child has been the previous night and earlier that morning and ease the child into care.

Parents **MUST** sign their child IN and OUT each day via QK Kiosk on the iPad located in the foyer. This is an essential requirement for parents to be eligible for Child Care Subsidy.



## Arrival and Departure cont'

If time allows, parents are encouraged to show interest in or participate in learning experiences during drop-off and pick-up times. The children will appreciate your interest in their activities and will also feel more secure in the childcare environment if they know you enjoy spending time there.

When dropping off children, parents need to complete any necessary medication forms and provide alternative contact numbers if they will be away from their usual place of work. At this time, parents should also advise educators if an alternative authorised person will be collecting their child later that day.

When it is the right time for the parent to leave, they are encouraged to say goodbye, not to walk away when their child is not looking as this may confuse and upset the child.

## Collection of Your Child

On enrolment, parent/s (or child's primary guardian) must provide a list of adults authorised to collect their child from care. Educators strictly adhere to this list.

Children will not be permitted to leave the centre with any person whose name does not appear on the Authority to Collect in the Enrolment Confirmation Form, or with a person under 18 years of age, or with anyone who appears to be under the influence of any substance.

Prior arrangements must be made with the centre if somebody who is not authorised on the child's Authority to Collect in the Enrolment Confirmation Form is to collect the child. Notice must be provided in writing via email or a phone call.

If the person collecting the child is not known to educators, but is authorised to pick up the child, photo identification must be provided (i.e. driver's license or passport). If this is not possible, the child will not be permitted to leave the centre with that person.



## Communication and Parent Information

Parents are asked to read noticeboards/notes on the front door on a daily basis to obtain current information about the centre. Each child also has a pocket where parents can collect notices to ensure you are kept up to date with what is going on in the centre. Please make sure you know where your child's pocket is and that you check it regularly. Notices will also be placed on the dashboard on Educa to keep you informed of any changes, upcoming events and centre news.

## What to Bring



Parents are encouraged to bring their child's clothing in an appropriate sized bag that is clearly labelled. Bags are stored in lockers. Parents are asked to supply a legionnaire/wide brim or bucket style sun hat.

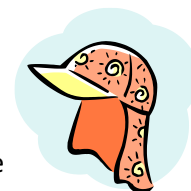
Parents are encouraged to pack at least two full changes of clothing including at least three pairs of underwear or a minimum of 5 nappies per day. Additional pairs of underwear are required for children who are toilet training. If your child is toilet training, please ensure he/she is dressed appropriately to allow them quick and easy access to the toilet i.e. no overalls. Parents are asked to label all items of clothing and to supply a waterproof bag each day for taking home wet clothing.

## What to Bring cont'

Educators encourage children to wear smocks for 'messy' play and art/craft activities but occasionally children still get dirty and sometimes clothes can be stained. To protect the clothes without inhibiting your child's play and creativity we ask you to dress your child in sensible 'play' clothes each day – not 'best' clothes.

## Children's Belongings and Lost Property

Toys and items of value should remain at home. Educators cannot take responsibility for items that children bring to the centre. At times it may be appropriate to bring special items from home for use in the centre's programs. Suitable items may include books, CD's, DVD's, photographs etc. Such items must be clearly labelled with the child's or families name and handed to an educator in the child's room.



Educators make all efforts to take care of all items of clothing that are clearly labelled.



Your child may also bring a comforter for sleep time e.g blanket, dummy, teddy bear.

The preschool has a lost property box or alternatively ask an educator from your child's room if you are missing clothing, shoes, etc.

## Health, nutrition and wellbeing

### Meals

Nutritious and well-balanced meals are prepared daily for the children. The centre provides morning tea, lunch and afternoon tea. Fresh drinking water is also available at all times. Lunch at the centre is held at approximately 11.00am for Nursery and Toddler rooms and 11.15am for the Kindy group. These times may alter slightly from time to time, catering to the child's individual needs.



**All allergies and intolerances are considered by staff when preparing meals.**

If your child has an allergy or intolerance on enrolment, you will be referred to our Director. If your child develops an allergy or intolerance during his/her time in care please see the appropriate room staff and Director.

Meals are provided in an unhurried and relaxed atmosphere where children engage in conversation with educators and peers. Educator's role model acceptable social behaviour through participation and interact with the children – encouraging good eating habits, appreciation of different food tastes and the correct use of eating and serving utensils.



Information relating to each child's daily eating habits will be made available to parents each day and weekly menus are displayed for parents to help you plan your child's meals at home.

The centre provides morning tea, lunch and afternoon tea. Children who are hungry between meals or are still in attendance after 5pm will be provided with a healthy snack.

## Rest and Sleep

We ensure we meet each child's basic need to sleep and rest. We adapt routines to meet the individual needs of children ensuring sleep time is safe and supervised. We follow guidelines set out by Red Nose to prevent Sudden Infant Death Syndrome. Information about Red Nose is available for parents in the foyer area and on the table outside the Nursery.

We provide bedding for all children and ensure sheets are changed between different children for washing to ensure infection control.



Children are often very active and stimulated throughout their busy day in childcare. Daily routines for children provide time for sleep or rest and all children are provided with a mattress for this purpose.

If a child chooses to sleep while in care an educator must allow him or her to sleep even if a parent specifies that their child doesn't require a midday nap.

If a child chooses not to sleep, books and quiet activities are provided at rest time.

## Sun Protection

We follow practices recommended by the Cancer Council in relation to sun protection for educators and children. We ask that parents apply the sunscreen provided prior to coming outdoors in the morning; Educators apply SPF 30+ broad-spectrum sunscreen to exposed areas of children's skin before afternoon outdoor play.



Due to our naturally warm climate our 'Sun Safe' Policy operates throughout the year; for further details please refer to the policy copy provided in your enrolment pack.

## Child Illness and Medication

We aim to create a safe and hygienic environment that will promote the health and wellbeing of the children. As a general principle, children should not be brought into the centre unless they are able to cope adequately with the normal centre routines and activities. A sick child needs the special one-to-one care only possible at home.

Centre policies on giving medication to children take into account the wellbeing of children, but also the legal protection of educators. The centre policy is-

- Whenever possible, medication should be administered by the parent.

If your child requires medication throughout the day, the following procedures apply:



- Parents must fill in a medication register form
- Medication must be given to educators or put in the medication box in the Nursery or kitchen fridge. It must not be left in your child's bag.
- Educators will only administer medication prescribed by a doctor or containing a pharmacist's dispensing label clearly stating child's name, dosage and date of purchase. This also applies to medicated creams.

## Child Illness and Medication cont'

- Educators will administer an initial dose of panadol for high fever if you have previously given permission in writing, contact will always be attempted first.

Educators will decide if a child is unwell and in some cases will refer parents to the Director so it can be determined if they are well enough to attend the centre.



Educators monitor the health and wellbeing of each child throughout their day/s in care. If a child is acting out of character or is showing signs/symptoms of illness carers will take the child's temperature and complete an Illness Record.

If a child develops a temperature of 38.5+oC whilst at the centre, educators will take appropriate measures to reduce it and make the child feel comfortable. All efforts will be made to reduce the fever naturally by removing excess clothing and providing them with water to drink. However, sometimes reducing a fever involves administering Panadol to the child - if this happens and the child continues to show signs/symptoms or the fever does not reduce or returns, we require you to come and pick up your child. The Director will decide whether the child is to be excluded from the centre the following day.

## Infectious Diseases

Educators follow guidelines on health care for children as detailed in Staying Healthy in Childcare Edition 5. Parents are notified of any infectious disease identified at the centre. The name of the illness, its signs and symptoms will be displayed. Other relevant and current health information is provided for parents in newsletters and displayed on centre noticeboards.

All educators follow the guidelines outlined in the 'Health, Hygiene and Food safe policy' and Procedures to reduce the risk of infection. Educators are regularly trained and reminded of these procedures.



If a child has been vomiting or has had diarrhoea within the 24 hours before arrival, the child is not to be brought to the centre.

If the Director or educators are uncertain if a child has a contagious illness the parent will be required to provide a Doctor's certificate from the child's Doctor stating that the child is not contagious and may return to care.

## Immunisation

Childcare centres have a responsibility to ensure parents enrolling their child provide evidence of immunisation status. The immunisation status of all children will be held on record for the prescribed period of time. Parents must update immunisation records after their child has a scheduled immunisation.

If no immunisation records are shown, the child is considered not immunised and the family will not be eligible for Child Care Subsidy (CCS) as per the NO JAB, NO PAY legislation introduced 1<sup>st</sup> January 2016.

In the event of a vaccine-preventable disease occurring in the centre, the Public Health Unit and parents will be notified. Vaccine-preventable diseases include:

- Measles
- Pertussis (Whooping Cough)
- Mumps



## Immunisation cont'

- Rubella (German Measles)
- Diphtheria
- Tetanus
- Polio

*Non-immunised children will be excluded from the centre for the duration of the outbreak on the direction of the Public Health Unit. Normal childcare fees apply during the child's absence from care.*

## Parent responsibilities in relation to administration

### Absences

In the event of absence from care for any reason, parents are asked to call the centre as soon as possible and inform the Director or Administrator.

This may enable us to provide other families with casual days, which may result in you not having to pay fees for the day.

### Allowable Absences

Children are allowed to be absent from the centre for up to 42 days per financial year with no effect on CCS payments. Once the child has used these 42 days, CCS will only be paid for the days the child is present or is sick with a certificate.

Allowable absences are ANY days your child is away from the centre when they are booked in. This includes holidays but excludes those days listed below These days do not count towards the 42 allowable absences and will still attract normal fees:

- Work related – RDO's etc. with documentation from employer
- Court ordered – e.g. Access visits
- Illness – only with documentation from GP
- Local Emergency – e.g. Cyclone closure

### Additional Casual Days

Additional casual days of care are often available, if you require additional casual days please contact the Director or Administrator to check availability. If you pick up an additional casual day, your child's name will be added to the attendance records and you will be invoiced for that day.

Parents must ensure that they have ticked the 'casual days' option when filling out their online assessment for CCS otherwise full fee will be charged for casual days.

Parents wishing to increase days permanently can do so by filling our an 'Application for Change of Routine Care Days'.

### Discontinuation of Care

A Discontinuation of Care form must be completed 2 weeks prior to termination of enrolment, this will allow educators time to finalise your child's e-portfolio and prepare statements for any outstanding fees.

**NOTE: FULL FEE WILL BE CHARGED FOR FAMILIES WHO ARE ABSENT DURING THEIR LAST DAYS OF ENROLMENT AS PER LEGISLATION**



## Holiday Fees

Holiday fees are available for families taking holidays. A 'Application For Holiday From Routine Care' form (located in the foyer) must be completed 2 weeks prior to the start of the child's holidays to be eligible for holiday fee reduction. Holiday fee reduction is only offered for a maximum of 4 weeks per year and is based on your family's routine booked days e.g. a family routinely attending 2 days per week is eligible for up to 8 days reduced holiday fee, a family routinely attending 5 days per week is eligible for up to 20 days reduced holiday fee.

## Updating Information

It is the parent's responsibility to inform the centre of changes that affect the service we provide. Any changes to contact phone numbers, addresses or authorised persons to collect your child must be provided on an 'Authorised Family Update form'.

## Custody Arrangements

Where a child attending the centre is not living with both parents/guardians, the following will apply:

- If there is a legal document stating who has residency, a copy must be left at the centre and Director advised of any visitation or shared parenting rights as determined by the court.
- The centre will allow supervised access visits only when directed by a court order
- If no legal document exists, the child will be released to either parent/guardian.

Any changes to a child's custody/living arrangements should be reported to the Director and relevant educators.

## Late fee

Exceeding 6.00pm - A late fee of \$35.00 for any part of the first 10 minutes is payable, then \$5.00 per minute thereafter.

If an authorised person has not contacted the Centre or the Centre has been unable to contact a person authorised to collect a child left 30 minutes after closing time, the centre staff will ring the Director or in her absence the Administrator who will contact the Cairns Police (40307000) to assist in finding the family.

The child will then remain in the custody of the Director or Administrator until suitable arrangements for the child's care can be made. In circumstances where police deem that the child needs protective care, the Director or Administrator will go with the child to the police station and will remain with them until suitable care arrangements are made. *(A notice with relevant contact numbers will be posted on the door)*

## Other information for parents

### Parent Management Committee

As a non for profit community centre we are managed by a Parent Management Committee, all families and carers are welcome to join our committee and attend meetings. Meetings are generally held every 2 months and go for 1-2 hours, child care is provided free of charge. Please check our newsletter and foyer window for meeting dates and times.

If you would like to join our committee or would like some more information, please see our office staff.

## Transitioning Between Rooms

We aim to make transitions as stress-free as possible to help your child feel secure within the physical and emotional environment of the centre.

Parents are notified by centre educators when their child is developmentally ready to transition into the next room. They will receive a notice and a handbook giving them information about the room they are transitioning to. To help families feel comfortable with the transition, parents can request to have a parent/educator interview prior to their child's transition.

Before your child is to move to their new group, his/her new educator will collect him/her and go for a visit to their new room. These time periods will increase as the child becomes more settled. Parents are asked to complete a Transition Evaluation form.

## Transitioning to School

We aim to prepare children and families for the child's transition to school by supporting the development of skills, confidence and independence. Early Childhood professionals provide activities and experiences that help children build solid foundations for later learning. Activities and learning experiences cover all key learning areas and help prepare children for the transition to school.

## Birthdays

We do like to observe Birthdays and would like to help celebrate your child's special day. Parents are welcome to provide, a birthday cake, however we ask parents to keep it simple – one layer and not too creamy please. To prevent the spread of germs when a child blows out birthday candles we ask that families bring separate cupcakes or a large cake where one piece will be cut out for the birthday child to blow out the candles.

We can where possible arrange celebration times to coincide with your availability to join us. For those cultures and religions that do not celebrate birthdays in this manner please see educators in your child's room to discuss your preferences for these occasions.

## Cultural Celebrations

We do like to observe the special days significant to all cultures, to help with these celebrations we ask families to provide educators with dates, information and ideas to help us plan for special days your family celebrates.

If time permits we welcome you to join us for these days and take part in any planned activities.

## Special Days

From time to time we organise special celebration morning teas, these can be for Mother's Day, Father's Day, White Balloon day and other significant special days. Families including extended family are always welcome to come and participate in these celebrations, please read our newsletter and notices for days and dates.

## Christmas Closure

The centre is closed for 2 weeks each year during the Christmas break; **fees are not payable during this period**. Please ensure you read newsletters for closing dates so holidays can be planned around these dates.

## Parent feedback or grievances about the day-to-day running of the centre

To help us provide a service that meets the needs of families within the centre we rely on constructive parent feedback. Educators are available on a daily basis to discuss day-to-day care and education of your child. If you would like additional time to discuss concerns with your child's Room Leader and/or the Director we are happy to make an appointment at a mutually convenient time.

We need to hear if you have any concerns or complaints, you can do this in person or by emailing the Director at [ctcccdirector@gmail.com](mailto:ctcccdirector@gmail.com) If you are unhappy in any way please bring it to our attention so we can make every attempt to resolve the issue.

The centres Consumer Grievance policy is available in the foyer if you require further information.

## Contacting the Centre

Educators are available throughout the day for you to check on how your child is enjoying his/her day. Please try to avoid calling at busy times during the day such as meal times.

The Director and Administrator are available throughout the day for any queries or concerns. If you would prefer to contact us via email the centre email is [ctccc1@bigpond.net.au](mailto:ctccc1@bigpond.net.au) and the Directors email is [ctcccdirector@gmail.com](mailto:ctcccdirector@gmail.com)

Office hours are from 7.30am to 4.30pm daily, fees can be paid during these times.

## National Quality Framework

Under the National Quality Framework the centre has been granted Service Approval and Provider Approval. Under the Framework the centre follows the Education and Care Services National Law, the Education and Care Services National Regulations and the National Quality Standards in all activities and programs. The centre is assessed under the National Quality Standards by the Office for Early Childhood Education and Care, Department of Education, Training and Employment. Our Quality Profile along with Approval Certificates are displayed in the foyer. For further information or queries please see our office staff or alternatively contact the office's information line - 1800 637 711

Notes:

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# Cairns TAFE Community Child Care Centre

2 Newton Street, (crn Gatton)  
Manunda 4870

**Barbara Weeks**  
**DIRECTOR**

**Michelle Abell**  
**ADMINISTRATOR**

**Phone: 07 40 52 1825 or 07 40 52 1046**

**Fax: 07 40 52 1317**

**Centre email: [ctcccc1@bigpond.net.au](mailto:ctcccc1@bigpond.net.au)**

**Director email: [ctcccdirector@gmail.com](mailto:ctcccdirector@gmail.com)**

**CCS Provider ID:**  
**190004130H**

**This centre operates for 10.5 hours per day, these are the daily hours that will be deducted from your approved Child Care Subsidy hours for each day your child attends child care, 9hr sessions are also available to assist families with lower approved hours.**

**All information is correct at the time of printing on 26<sup>th</sup> September 2019.**