

# Parent Handbook

Clermont Kindy



## Welcome to the Clermont Kindergarten Day Care Centre

Dear Parents,

In this handbook we have attempted to provide aspects and information about the centre which may be helpful. Additional and more comprehensive information can be found in the centre's policy book in the front foyer. Keep this handbook as a reference point to any queries that may arise in relation to your child's care at the centre.

The Clermont Kindergarten Day Care Centre was formed through the cooperation of a local steering Committee, the Belyando Shire Council and the Blair Athol Project Pty Ltd. The Centre bears the name "Satoru House" which was chosen to honour the Executive Director of the Electric Power Development Company, a participant in the Blair Athol Coal Project and the principal purchaser. His interest in the centre continues in his retirement with Mr Murai and his company representatives present for the February 2010 opening of the Kindy Room.

The centre is a non-profit centre, managed by the Management Committee. Costs are met by fees and some fundraising. Financial association members have voting privileges at any general meeting and are entitled to stand for nomination for one of the Management Committee positions.

With a licensed capacity of 75 children, the Centre is divided into four sections and includes the following staff ratios:

<b>Ducklings</b>	0 – 18 months	4 children = 1 Lead Educator
		8 children = 1 Lead Educator & 1 Assistant Educator
<b>Koala</b>	18mths – 2.5 Yrs	5 children = 1 Lead Educator
		10 children = 1 Lead Educator & 1 Assistant Educator
<b>Pre-Kindy</b>	Under 3 Years	5 children = 1 Lead Educator
	Over 3 Years	11 children = 1 Lead Educator
<b>PrePrep</b>	3.5 – 5 Years	11 Children = 1 Lead Educator
		22 Children = 1 Lead Educator & 1 Assistant Educator
<b>After School Care</b>	6–12 Years	11 children = 1 Lead Educator



Several factors are considered when moving children into older groups, this includes emotional stability and readiness.

The Clermont Kindergarten Day Care Centre prides itself on providing a warm and welcoming environment. We are fortunate to have spacious grounds and space for our children to be kids. We hope your child's time with us will provide him/her with many new challenging experiences. We believe the years between 0 and 5 are extremely important and strive to support, nurture and stimulate the intellectual, physical, creative, social and emotional development of your child through developmentally appropriate activities.

Families are the most important influence in a child's life. At Clermont Kindergarten Day Care Centre we recognise this and welcome involvement from all parents, family and caregivers.

The Centre operates and is licensed under the National Regulations 2012 and must comply with these legislations with requirements regarding activities, experiences and programs, number of staff members and children, building requirements, safety and staff member's qualifications.

Should you require information or clarification about any of the following, please feel free to ask the Nominated Supervisor or the Educators in your child's room.

Regards

Angela Perry

## **1 The Centre Philosophy**

To create a loving, caring, happy and warm environment whilst assisting in the development of your child's physical, mental and emotional needs. We strive for our Centre to be a place where your children want to attend, and where you the parent/carer, would be happy and confident about leaving your child in our care.

All children will be accepted for their unique selves with no discrimination of race, gender, class or religion.

We welcome parents and family participation in the Centre and encourage any ideas and suggestions that you might have.

The centre will provide a stimulating, child initiated program and environment, where children explore a whole world of experiences that encourage all areas of development. We will encourage self-esteem through offering daily routines and activities that provide respect, independence and build confidence.

This philosophy is based on the knowledge that all staff have a firm belief in the program they deliver, and we strive for standards of excellence in accordance with the standard set by the National Quality Standards.

## **2 Centre Goals**

Our programs are guided by the National Quality Framework and have as their first priority:

- The individual needs and interest specific to each child
- The nurturing of each child's self-esteem, self-reliance and competence promoting learning in all developmental areas based on family life
- Ensuring a wide range of activities are available to meet the interests and developing needs of children from different cultures, religions or minority groups
- Meeting the individual needs of children with disabilities and other special needs
- Promoting and maintaining open communication between each child's family and the care providers
- To provide a healthy and safe environment for all children and staff.

### **3 The Staff**

The centre employs a Director, who is the Nominated Supervisor also, Lead Educators and Assistant Educators, all holding appropriate qualifications according to the National Regulations. All staff are compassionate and caring adults concerned with providing an atmosphere of happiness, affection and security. Qualifications and staffing are in accordance with the National Legislation. Staff are regularly provided with training in our commitment to provide high quality for all our children. All staff have a valid Positive Blue Card.



### **4 Management Committee**

The Management Committee works in partnership with the Nominated Supervisor and Administration Manager to ensure the effective running of the centre. The Management Committee as the holder of the service approval is responsible for the centre and thus all decisions. Each year an Annual General Meeting is held, all parents are invited to attend this meeting and from here the Management Committee will be formed. The Committee meet once a month at the Centre and all parents are welcome and encouraged to attend.

**The roles of the Management Committee are:**

1. Sets the goals and priorities of the Centre often determining the needs of the local community;
2. Plans and evaluates the service and projects of the centre;
3. Involves all relevant people in the decision making;
4. Oversees the employment of qualified Educators or Educators working towards recognised early childhood qualifications and ensures adequate provisions are allocated;
5. Ensures adequate records are maintained;
6. Ensures necessary administration tasks are done; and
7. Monitors the purchasing of equipment and supplies.

**Executive Roles:**

**President:** To provide leadership to the committee and association. They should act as a coordinator and motivator, liaising regularly with the Nominated Supervisor and other committee members. Chairing of regular Management Committee meetings, making sure they are conducted in accordance with the constitution and strongly supports both Educators and committee members.

**Vice President:** Supports the President and substitutes for the president during absences.

**Treasurer:** Oversees the financial management of the Centre. Ensures that vital auditing takes place at the beginning of every year. Presents reports of figures at monthly committee meetings. Works with the Nominated Supervisor and President to manage the Centre's budget.

**Secretary:** Gives notices of Committee and General Meeting. All correspondence with Consumer Affairs to notify of changes to Management Committee and annual financial returns. Records all information, enquiries, and decision making that has taken place during the monthly committee meeting.

**Fundraising:** To look at the upcoming events that may help the Centre. Report back to committee meetings of any upcoming events and to report back on returns. A fundraising sub-committee organises fundraising events.

## **5 Parent Involvement**

Parent involvement is seen as a major component of quality in the Centre. The Centre aims to have a positive relationship between parents and Educators.

Parents are invited to be involved in decision making e.g:

- Policy making
- Committee Membership
- Programming for their children

## **6 Operation Times**

The Centre operates for 50 weeks of the year.

The centre is closed on Public Holidays.

The Centre is opened Monday to Friday between 7.00am and 5.30pm

Parents are asked not to leave children before 7.00am, and to collect them before 5.30pm, as:

- Insurance cover does not apply outside these hours;
- Staff are only paid for working 7.00am – 5.30pm daily;
- Children become extremely distressed if parents are late;
- A late fee of \$15 per 15 minutes or part thereof will apply Before 7am and After 5.30pm



## 7 Bookings

A booking should be made at all times for your child to attend the Centre.

Centrelink's priority of access guidelines will apply to all families using the centre. Families who currently use the centre will get 1<sup>st</sup> priority to book their Children into the Centre for the following year.

The Commonwealth Government funds long day care centres through the provision of Child Care Benefit (CCB) and Childcare Rebate (CCR) to parents, to provide care predominately for children whose parents are in order of priority:

- First Priority: a child at risk of serious abuse or neglect
- Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the '*A New Tax System (Family Assistance) Act 1999*'
- Third Priority: any other child.

Please notify the Centre if you will not be attending on a booked day. We have waiting lists of children to fill these places. Continued non-attendance without notice will result in your child's place being cancelled.

To ensure the centre's continual financial viability, we only accept weekly bookings. This means that once you booked your child into the centre, your child is then guaranteed that spot each week until they leave the centre. Unfortunately we do not accept fortnightly or Monthly bookings for permanent places. If you require this it may be beneficial for you to have a casual booking, however places are not guaranteed and you may not be able to have your child booked in on the days required, due to there being not enough places in your child's allocated room.

The centre offers the options to swap days or make up days that have been missed due to illness, public holidays and other circumstances that prevent your child attending. This option is only able to be offered in the week of missed day/s and only if there is a vacancy in your child's group.

## **8 Conditions of Enrolment**

All children attending the centre must have an up to date enrolment form and current, completed immunisation schedule signed by the child's parent or guardian. This form is designed to gather information from you, which will aid in the care and protection of your child. This must be completed and given to the office before care can commence.

The office **MUST** be advised if there is any changes to the child's current enrolment information, i.e. change of address, telephone numbers, emergency contacts, work details.

**It is essential that we be notified immediately for your child's safety!**

## **9 Arrivals and Departures**

All children must be accompanied in and out of the centre by a parent or authorised responsible adult (18 yrs and over). Parents are requested to sign their child in immediately upon arrival and sign out as they leave the centre. This is important in times of evacuation as these sheets are used to make a head count of child attendances. Child attendance sheets are located in the foyer. Estimated Time of Departure (ETD) is helpful for the staff in preparing your child for home. You must ensure that at least one staff member has been made known that your child is there, or that you are collecting your child and place all belongings in correct places, i.e. lunch, bag, etc.

The centre must be notified if anyone other than the parent is to collect the child.

## **10 Fees**

Fees are revised at the beginning of every year; the Management Committee Endeavour's to keep fees as low as possible. Our current fees for 2016 are as follows:

Weekly Fee:	\$ 325.00
Daily Rate:	\$ 73.00
After School Care:	\$ 26.00
Before School Care:	\$ 22.00
Kindy Program	\$ 26.00 (with CCR)

Each family is charged an annual Membership Fee of \$2.00

Children who hold a permanent booking must pay for their booked place each week. All booked places must be paid for unless a Doctors Certificate has been presented to the office. Please note that each child is only able to claim 10 days of sick leave with a

Doctors Certificate per calendar year. All other days regardless of a Medical Certificate being produced will be charged.

Payment of fees must be made two weeks in advance at all times. Your child's place will be at risk if fees remain unpaid after 2 weeks.

Parents can call Centrelink on 13 61 50 to see if they are eligible to claim Childcare Benefit and/or Childcare Rebate.

Please note that the Childcare Rebate is not "Means tested" and therefore it is vital to call Centrelink to see if you are eligible to receive it. This will mean you could be paying a maximum of \$36.50 per day instead of \$73.00.

### **Absences**

Each child is eligible to receive CCB for an initial 42 days of absences, per financial year, which can be used for any reason and without proof of circumstances (including Public Holidays). Once the initial 42 absence days have been exhausted, additional absences may be claimed in certain circumstances. (please note this also excludes the 10 days per year for absence with a Doctor's Certificate)

The family Assistance Office (FAO) maintains a count of absences used by each child across all services for the financial year. We can advise you of what your absence total is – please see the office. If you have used all of your 42 absences, FAO will continue to pay your CCB using additional absences if they are for the following reasons:

- Illness with a Medical Certificate;
- Outbreak of an infectious disease, when the child is not immunised;
- Other absence due to sickness of the child, parent or sibling, supported by medical certificates;
- Parents rotating shift or rostered day off;
- Temporary closure of a school or a pupil free day;
- Shared custody arrangements due to a court order, parenting plan or parenting order;
- Attendance at preschool; and
- Exceptional Circumstance.

Please note that these are additional absences to continue to claim and receive Childcare Benefit (CCB) – Childcare fees will still be charged if your child does not attend their booked place.

## Withdrawal from the Centre

Parents will need to give 2 weeks' notice if your child will no longer be attending the Centre. Failure to give this will result in your account being charged 2 weeks in lieu of notice. Parents must complete a notification to vacate form located in the centre's foyer.

## 12 What to bring

Children need to be appropriately dressed for all types of play.

Please clearly mark your child's name on all belongings.

Please do not bring toys from home that are difficult or encourage aggressive behaviour.

### Food:

Parents are asked to provide healthy and nutritious food for the child's active day. A good diet is essential for the normal growth and development of your child. Please save items such as chips/rollups/nuts/popcorn/chocolate/lollies and cordial for a special treat at home.

The quantity for food you should supply should be more than you think your child may consume, as appetites seem to multiply during a busy day. A piece of fruit must be provided for your child's morning tea.

Other items that need to be bought include:

- 1 x **Fitted Sheet** and 1 x **Flat Sheet** (preferably **cot sheets**) in a bag or pillowcase (no plastic bags)
- Change of clothes are necessary in case of accidents with paint/dirt/water or toilet problems.
- A bag large enough to carry all of the above and precious things made.
- A wide-brimmed hat must be supplied. **NO HAT NO PLAY!**
- Enough nappies that your child will require for the day.

Babies room: Please supply disposable nappies as we are not geared to cater for cloth nappies.

## 13 Activities, Experiences and Programs

'The National Quality Framework', 'The Early Years Framework' as well as 'My Time Our Place' is used to guide the development of our education and care programs. Children's programs are planned by the room staff to include play-based experiences for children across all developmental areas.

Educators work in partnership with families to create a program that provides meaningful learning experiences for all children. The learning program evolves over the week to include information provided by families, children's ideas, spontaneous learning opportunities, educator ideas and teaching strategies.

Educators ensure the learning programs in each classroom:

- Reflects the needs of all children as individuals and groups
- Foster the development of the whole child
- Reflects the uniqueness of the centre
- Is open and diverse
- Provide choices
- Supports the development of trusting relationships
- Encourages respect and empathy for others
- Ultimately leads to growth and learning

We see "play" as children's work and therefore provide a relaxed and happy environment where children feel safe and secure to play and interact with staff and other children.

Educators facilitate children's learning by responding to the individual and group interests and needs, and provides planned and spontaneous developmentally and culturally appropriate activities and experiences.

Programming provides opportunities for:

- Indoor and outdoor free play activities
- One-to-one interaction
- Small group times for stories, drama, art/craft and other activities
- Large group times for music/movement, games, meal times and other activities
- Spontaneous learning experiences
- Transition times between activities

We believe play is essential for young children's learning and development. We endeavour to meet the needs for the children's natural curiosity by providing a range of opportunities

for them to experiment, discover, solve problems, and to find out about themselves, other people and the world around them.

The free play experiences provided allow children to make decisions and take ownership of their play and it helps them experience the pleasure of learning.

We provide open-ended activities and experiences that support growth and development and help children develop competencies and build solid foundations for later learning.

We provide a program that promotes diversity for children and families from various social, linguistic and cultural backgrounds.

Parents/ Guardians are welcome to ask for information regarding the following play areas:

- Music and Movement
- Construction and manipulative play
- Puzzles and cognitive games
- Language and literacy
- Drawing and writing materials
- Arts and crafts
- Dramatic play/home corner
- Sensory play such as sand and water play
- Nature

## **14 Multicultural Policy**

At the Clermont Kindergarten Day Care Centre we are committed to the provision of quality childcare as an essential part of our community and will support the rights and needs of each family.

We value and have respect for the rights of all children, educators and parents. We have a commitment to maximise the positive development of all children recognising and supporting children in attendance having special needs. We accept and are responsive to individual and cultural diversity.

This will be done at an obvious level through books, music, cooking, crafts, clothing, singing, play equipment, posters but also through less obvious means.



Where parents are from non-English speaking backgrounds they will be invited and encouraged to contribute knowledge of their own culture to enhance the overall programme.

## **15 Health and Hygiene**

### **Medication**

If your child is on any form of medication, the “Administration of Medication” form must be filled out. No medication can be given without parents written consent and instructions.

Medicines are to be given to the Lead Educator and NOT in child’s bag under any circumstances.

The name of the child for whom the medication is intended should appear on the Prescription Label along with a current date.

Children with chronic conditions using constant regular medications must provide Doctor’s instructions to cover each New Year.

On the Enrolment form parents may authorise the giving of one dose of Paracetamol or equivalent (for fever or pain relief) in the event that parent cannot be immediately contacted or delayed.

Parents are asked to ensure that any allergies or health concerns your child may have are clearly written on the enrolment form.

### **Illness and Injury**

The Approved Provider must ensure that:

The incident, injury, trauma and illness policies and procedures of an education and care service required under regulation 168 include procedures to be followed by nominated supervisors and staff members of, and volunteers at, the service in the event that a child— (a) is injured; or (b) becomes ill; or (c) suffers a trauma.

At the Clermont Kindergarten and Day Care:

1. If a child has an accident or becomes ill whilst attending a child care centre—
  - The child is kept under adult supervision until the child recovers or the child’s parent or some other responsible person takes charge of the child, and:
  - If the child requires immediate medical aid, all reasonable steps are taken to secure that attention and to notify the parent or other responsible person of the accident or illness and:

2. A parent or other responsible person is notified of any medication administered to the child and any other matter concerning the child's health that comes to the notice of the licensee whilst the child is at the Centre.
3. There must be an accident report written out by Educators on any serious accident giving full details and filed, and reported to the Department of Education and Training if
4. The centre must be informed if any child has contracted an infectious illness.

Please refer to the Centre's Policies regarding injury, accident or trauma for further procedural information.

## **16 Communication**

There is a parent noticeboard in the foyer of the Centre. The Nominated Supervisor makes every effort to keep parents informed of activities and information relevant to your child's care. It is an important means of communication between Educators and parents and all parents are urged to read it whenever they come into the Centre.

Each room also has a day board, which describes your child's daily program. Parents are encouraged to read and offer any suggestions relevant to the programs offered. This information gives the parent the opportunity to discuss the activities with their child.

A newsletter will be distributed at least once per term. All children with permanent bookings are allocated a pocket which is located in the foyer. Any written communication to parents will be left in their pockets, including fortnightly accounts.

## **17 Grievance procedures**

### **Policy Statement**

The Clermont Kindergarten Day Care Centre fosters positive relations between all parents and Educators. Every parent has the right to a positive and sympathetic response to his or her concerns. Solutions are sought to resolve all disputes issues or concerns that impact or affect the day to day wellbeing of the Centre in a fair, prompt and positive manner.

If a matter cannot be resolved between parties concerned:

1. Approach the Nominated Supervisor to make a private and confidential appointment to discuss grievance.
2. If this cannot be resolved in initial way, approach the Committee in writing (addressed to President) to make a confidential appointment.

3. Refer to the service policy regarding the procedure. As outlined by National Legislation – An approved provider must notify the Regulatory Authority of the following information in relation to an approved education and care service operated by the approved provider—

(a) any serious incident at the approved education and care service;

(b) complaints alleging—

(i) that the safety, health or wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service;  
or

(ii) that this Law has been contravened.

All persons are able to refer complaints to the Regulatory Authority – The Department of Education and Training:

- 1800637711
- PH: 484 28354
- Email: [mackay.ocecec@dete.qld.gov.au](mailto:mackay.ocecec@dete.qld.gov.au)

## **18 Settling your child**

Gradual admittance sometimes helps a child to settle more easily into Childcare, so if parents can spare time to stay in the Centre for either long or short periods they are most welcome to do so. When you decide to leave, be confident and positive. Children react anxiously to a parent's uncertainty or insecurity.

Parents are encouraged to visit whenever they wish to feed, talk or play. However, see the Nominated Supervisor first as visiting then leaving again can prove upsetting for some children.

A familiar comforter from home can often help a child settle more easily. If parents would like to know how their child is settling they can telephone the Centre or come and see us. If at any time your child becomes too upset, you will be called immediately at the contact number you have left.

## **19 Excursions**

A person must not take a child on an excursion without written permission from the child's parent.

The parent must be given written notice stating:

- The date, proposed destination and times of departure and return to the office.
- The names of the persons who are to be in charge of the excursion.
- The method of transport to be used and the type of safety restraints provided in a vehicle/bus to be used.

A Nominated Supervisor or Group Leader must be in charge of children taken on an excursion. Subject to the above, the person in charge of the excursion must be assisted by Educators and other adults so that there is:

1. One adult for each two children in the age group 0–3 years.
2. One adult for each four children over 3 years but not old enough to attend school.
3. One adult for each 12 children who are old enough to attend school.

If the excursion is to a place where children are to swim or where there is significant hazard, there must be:

1. One Educator or other adult for each child in the age group 0–3 years
2. One Educator or other adult for each two children –
  - A) Over 3 years but not old enough to attend school.
  - B) Old enough to attend school and who cannot swim at least 50m.
3. One Educator or other adult for each six children old enough to attend school who can at least swim 50m.
4. The person in charge of the excursion must have a current resuscitation certificate and the knowledge and ability to implement safety procedures.

## **20 Kindergarten Program**

- Our Kindergarten Program is delivered under the National Quality Framework and the Kindy Curriculum Learning Guidelines.
- The Kindergarten Program will start in January 2016
- The child enrolled in the kindergarten program must be 4 by 31/07 to be eligible for the kindergarten program.
- Children who are 3.5 after the 31/07 may participate in the kindergarten program but enrolled in the LDC program.

- We are running two Kindergarten Programs this year due to overwhelming demand. Kindergarten will run Mon, Tues, Thurs & Fri.
- Each child enrolled in the Kindergarten Program must be enrolled for 15 hours per week.
- The Kindergarten fee will be charged at a maximum amount of \$26.00 per day for any family that is registered for CCR.
- Families with a concession card will be charged a discounted rate provided they are registered for CCB and CCR.
- Current concession will be kept on the child's file.
- A refundable booking fee of \$100.00 is charged to all families enrolled in the Kindergarten Program.
- The educational program will be based on the 'Queensland Kindergarten Guidelines'
- The Kindergarten Program will run from 8:00am to 3:30pm
- The program will run for term time only (40 weeks)
- No fees will be charged during the school holidays
- Families will be charged for 15 hours of the Kindergarten program per week, regardless of whether they attend or not.
- Families will need to provide a Doctors Certificate to account for Allowable Absences, however, fees for that will still be charged.
- If your child is in attendance before 8:00am and after 3:30pm, then their day will automatically revert to the Long Day Care fees of being charged \$36.50 (CCR Claimable)

## **21 Out of School Hours Care**

The Clermont Kindergarten and Day Care offer before and after school care for children aged 6–12. Under the National Quality Framework, the approved learning framework My Time, Our Place: Framework for School Age Care in Australia is used to support the delivery of our outside school hours program.

At the Clermont Kindergarten and Day Care we value an integrated approach to children's learning where experiences are enhanced when educators take the time to reflect on children's interests and needs and make plans to support them. At its best, this process is

undertaken collaboratively with the children, families, educators and the wider school community.

Pick up and drop off to school is part of the service we offer to our families accessing our before and after school hours program.

Currently, food is not provided by the Service. Therefore we ask parents to pack an additional non-perishable snack/s for afternoon tea, Educators will facilitate an afternoon mealtime. A water bottle, hat and a spare change of clothing are also required.

Programs for our Vacation Care activities will be available no less than a week before the school holiday period. Vacation Care activities offer a variety of in-service activities and excursions to surrounding areas. Planned vacation care excursions at times attract an additional cost on top of our daily fee.



## Useful Contact Information

Clermont Kindergarten Day Care Centre  
Beatty Street  
CLERMONT QLD 4721

Phone: 0749832084  
Fax: 0749832420

### Email Addresses:

Administration: [clermontdaycare@bigpond.com](mailto:clermontdaycare@bigpond.com)

Or alternatively, if you would like to contact the Nominated Supervisor, directly:

Nominated Supervisor: [directorcdc@bigpond.com](mailto:directorcdc@bigpond.com)

Family Assistance Office (Centrelink) 136150  
(Reference number 555001979K)

Department of Education and Training 1800637711  
PO Box 760 4842 8354

MACKAY QLD 4740  
Email: [mackay.ecec@dete.qld.gov.au](mailto:mackay.ecec@dete.qld.gov.au)