

# Parent Handbook



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## Introduction and Welcome

Giggles Day Care Centre, Management and Staff would like to extend a warm welcome to you and your family. We hope your child/ren will find their experiences with us caring, fun and enjoyable.

This handbook has been provided to you and your family to deliver information about the centre, and to be used as a reference point while your child/ren are being cared for at Giggles Day Care Centre.

We recognise the importance of communication and collaboration between families and staff and encourage you to actively participate in the life of the centre. Feel free to join in with your child/ren whenever possible. We welcome any opportunity to discuss your Childs progress at the centre.

Our service is privately owned. We have access to Child Care Benefit (CCB) for qualifying families and we follow the guidelines of the Department of Local Government and Communities, Education and Care regulatory Unit.

Contact Details Regulatory Unit:

Phone: (08)62103333

Email: [ecru@dlgc.wa.gov.au](mailto:ecru@dlgc.wa.gov.au)

## Parent/Guardian Responsibility and Participation

Giggles Day Care Centre would like the care of the children to be a 3-way process involving, the children, parents and staff. Although your child/ren are attending childcare you are still the most important influence in your Childs life.

Here are some ways you can help your child when in care;

- **attend individual and group functions as often as you can**
- read and answer all notes and newsletters from the centre
- **notify the staff of any concerns you may have regarding your Childs care**
- share information about your Childs day with your Childs caregivers

Parents have a vital contribution to make and have skills and experience which will enhance the life of the Centre. Parents are encouraged to meet with staff on a regular basis to discuss the development of their child/ren.

Parents of children using the Centre can be busy people who often do not have time to participate in the day-to-day life of the Centre. **Parents are so welcome at the Centre and we love and facilitate the opportunity for them to be involved in the**

**Centre in the way which suits them best, whether it is with involvement in the daily program, fundraising, attending social functions or simply just reading a story.**

Parents please relay relevant information regarding your child (e.g. how they slept, did they eat breakfast? etc) to staff each morning. Likewise staff will inform you of your Childs day.

Please feel free to discuss your Childs care with staff at any time.

## **Centre Policies**

Please feel free to ask staff to see the Centre's policies at anytime. Copies of all policies are kept in the Foyer. We review policies monthly and we would love parents thoughts and ideas.

Could you please read and sign the attached letter to say you have read and understood the attached policies

## **Assessment and Rating Process**

The assessment and rating process is an ongoing process that gives families the assurance that the care provided is of a high standard. Each Centre has to adhere to the National Quality Standards inforced by ACECQA- Australian Children's Education and Care Quality Authority and the Education and Care Regulatory Unit

For more information regarding the Assessment process please browse the ACECQA website; [www.acecqa.gov.au](http://www.acecqa.gov.au)

The Assessment process is broken up into 7 Quality Areas and Four ratings that each Daycare Centre is assessed on.

### 7 Quality Areas

- QA 1 Educational Program and Practise
- QA 2 Children's Health and Safety
- QA 3 Physical Environment
- QA 4 Staffing Arrangements
- QA 5 Relationships with Children
- QA 6 Partnerships with families and the Community
- QA 7 Leadership and Service Management

### Ratings

- Exceeding the National Quality Standards
- Meeting the National Quality Standards
- Working Towards the National Quality Standards
- Significant improvement required

In September 2023 Giggles Day care achieved the rating of **MEETING** the National Quality Standards.

## **Records and Confidentiality**

All Centre records are the responsibility of the Co-Ordinator; Jakki Trenerry and Business Manager; Candice Harman- Telfer. All records with the exception of those required by Government Agencies are confidential. Records relating to your family may be viewed in the presence of the Co-Ordinator and Business Manager.

Information obtained either directly from parents about personal circumstances or indirectly from other sources will be kept confidential.

Any matter concerning children or parents will be communicated to the Co-Ordinator/ Nominated Supervisor ; Jakki Trenerry who has the responsibility to take appropriate actions.

Educators breaching the principles of confidentiality are liable to disciplinary actions as each Educator signs a confidentiality agreement on commencing employment with the centre.

## **Access Issues**

Parents are welcome at any time, but rest time from 11.30am to 2:00pm each day should be respected where possible.

All visitors to the Centre need the Directors permission before entering the children's rooms.

Children may only be taken from the Centre by an authorised person who is on the pick up list on the child's enrolment. Parents can give permission for another person to collect their child in emergency circumstances but parents must give written permission and the person will be asked to provide photo identification. If there is custodial issues concerning the child we kindly ask for any court documentation pertaining to this as soon as possible.

## **Staffing**

Our Centre staffing structure consists of Co-Ordinator/ Nominated Supervisor: **Jakki Trenerry** and Business Manager : **Candice Harman-Telfer**, Educational Leader and 2|C\_Skye Sellars. Our Centre also consists of two Early Childhood Teacher, Diploma Qualified Educators, Certificate III Educators, and Educators studying towards their qualifications and a Cook

## **Relief Staff**

When needed relief staff will be employed on a casual basis. The Centre will have regular relief staff employed so the children become familiar with them.

A notice will be displayed when relief staff are present in the Centre. All relief staff will have suitable qualification.

## **Qualified Staff**

Qualified staff must have recognised qualifications as specified in the Community Services (Child Care) Regulations 2007

All staff must maintain a current First Aid certificate, Asthma and Anaphylaxis training, Working with Children clearance and medical clearance and be familiar with Child Protection and how to manage concerns or issues

## **Staff / Child Ratios**

It is a requirement of the Community Services (Child Care) Regulations 2007 that the following staff/child ratio be maintained.

0 – 2 years = 1 staff member to 4 children

2 – 3 years = 1 staff member to 5 children

3 – 5 years = 1 staff member to 10 children

## **Students and Volunteers**

Each year our Centre will host a number of students studying various courses. This offers us the opportunity to share ideas and in turn, provide the students with practical experience vital to their studies.

Both students and volunteers are screened carefully before commencement and will always be supervised by a permanent employee.

A notice will be displayed when a student or volunteer is present in the Centre.

## **Times of Operation**

The Centre will be open from 6.00am to 6.00pm, Monday to Friday. We will be closed for public holidays and for the Christmas period public holiday

**A late charge of \$3 per min will be charged for children picked up after 6.00pm.**

## **Registration and Enrolment Procedure**

Following the receipt of the completed enrolment form, your child/rens name will be placed on a waiting list. You will be contacted regarding a commencement date as soon as a position in the appropriate room becomes available.

## **Fees**

The Centres fee structure is as follows;

Daily Rate:	Babies Room	-	contact centre
	Toddler Room	-	contact centre
	Kindy Room	-	contact centre

A two week bond is payable upon commencement at Giggles Day Care Centre. We accept eftpos, direct debit and BPAY as forms of payment.

Casual days off, sick days and public holidays are still payable for **all permanent positions**

Any accounts outstanding more than 3 weeks will be passed on to a debt collection agency and your child's position will immediately be suspended until paid. You will be personally liable for all debt collecting and legal costs incurred for the retrieval of the outstanding debt.

Families' non-compliance with any part of our fee and Centres policy may result in immediate cancellation of the child's position.

## **Holidays**

Parents are entitled to 2 weeks fees at a 50% discounted rate per year. **All public holidays need to be paid for.**

## **Notice of Cancellation of Enrolment**




**Two weeks written notice in writing** must be given if your child will be ceasing attendance. If this is not done then two weeks fees will be added to your final account to compensate this period.



## Child Care Subsidy

### What you need to do:



-  Sign into your Centrelink online account through **myGov**
-  Select **Complete your Child Care Subsidy** assessment task.
-  Work through the steps to **provide new information** and **confirm** your current details.

Child Care Subsidy is available through Centrelink. You register online to [www.my.gov.au](http://www.my.gov.au) or alternatively to [www.humanservices.gov.au](http://www.humanservices.gov.au)

Your Family must meet the Governments requirements of combined family income and the activity test. Please go online to [www.education.gov.au](http://www.education.gov.au)

Child Care Subsidy is a payment made to families to assist with the cost of childcare.

A family's eligibility for CCS is subject to an income assessment which is administered by Centrelink . Families are encouraged to have their income assessment completed prior to placing children in care. When this is done the Centre will be able to offer the parent a reduced fee rate immediately. If this is not done before placing your child in the Centre, full fees will be charged for care provided until the Centre is notified of the allowance percentage from Centrelink

It is the family's responsibility to inform Centrelink should there be any variation in family income.

## Toys and Treasures

**The Centre does not encourage the bringing of toys and treasures** unless they are used for the specific purpose of settling your child/ren into the Centre.

Staff will not take responsibility for the loss or damage of precious toys and/or treasures.

## **Fire and Evacuation Procedure**

Fire and evacuation drills are practised on a regular basis. Evacuation procedures are displayed throughout the Centre.

## **Settling Children into the Centre**

It is important that the caregivers are given as much information as possible about your child so that the care they provide is much the same as it is at home.

We encourage families to introduce children to the Centre gradually, if possible. A few visits prior to commencement together, may make settling easier.

Point out what other children are doing, talk about what's going on. It may take several visits before your child begins to feel more confident. They will feel a lot more secure and settle more quickly if you show that you feel this is a good place to be.

Children must always be left in the care of a staff member and under no circumstances to be left alone.

When you leave the Centre always say goodbye and leave. You can contact the Centre at any time to see how your child is settling in

## **Custody of Children**

It is the legal guardian's responsibility to decide who is eligible to collect their child from the Centre.

If staff are in doubt, have not received written authorisation, and cannot contact you, your child will not be released from the Centre.

Notification must be given in writing (Enrolment Forms) stating the persons permitted to collect your child from care and their relationship to the child.

If the above persons are unable to collect the child and you ask someone else, we must be notified in writing. Only in an emergency and at the discretion of the Director will a telephone call be accepted. The person nominated will be asked for photo identification.

## **Custody Changes**

The Co-Ordinator: Jakki Trenerry must be notified in writing of any changes to custody arrangements as soon as possible. A photocopy of any relevant court orders must be provided.

## Immunisation

Your child's original immunisation record must be sighted and photocopied by staff at the time of enrolment. If your child/ren are not immunised or their immunisation is not up to date, they will be excluded from care during outbreaks of some infectious diseases even if your child is well. This will be in accordance with the National Health and Medical Research Council exclusion guidelines. If your child is not immunised or is not up to date with immunisations than you will not be eligible for Child Care Subsidy.

## Signing in and out

It is very important that you sign your child 'IN' on arrival and 'OUT' on departure from the Centre every day that your child is in attendance.

If your child is absent we will make them absent and put relevant signature, this is a licensing requirement and in case of an emergency

In accordance with the Family Assistance Office, failure to sign your child/ren 'IN' and 'OUT' daily will result in Child Care Subsidy being unavailable.

## Illness or Injury

Controlling the spread of infectious diseases amongst children and workers in group care situations is difficult. The Centre will follow the National Health and Medical Research Councils exclusion guidelines.

It is important that staff are notified if your child/ren has been unwell or has received an injury since last attending the Centre. Please be aware that if your child has vomiting or diarrhoea they are not able to return to day care for 24hrs after the last episode or 48 hours if there is a confirmed case of Gastroenteritis. There are certain conditions that will require your child to be excluded from the Centre until a doctor's medical certificate is produced with approval to return given eg Hand Foot and Mouth, Chicken pox.

Information about infectious diseases and details of exclusion times is available from the office and displayed in the foyer

Every effort will be made to contact the legal guardians or emergency contacts should your child become ill during the day. For this reason it is essential that you inform us of any changes regarding your address, telephone numbers, and/or emergency care arrangements.

The Nominated Supervisor or Supervising Officer has the prerogative to call an ambulance in case of an emergency and the cost will be met by the parents/guardians.

## Medication

Staff are not permitted to give medication or treatments to children without written authorisation from the parents/guardians. A medication form must be filled out prior to any medication being administered. These forms are available from the office or each room.

**All medications must be in their original packaging.** Please do not pre-measure medicines as staff need to complete documentation accurately.

All prescription medicines should be **labelled with your child's name** and the amount and frequency of the medication to be given. Authority cannot be given for medications that have been prescribed for an adult or another child.

**Non-prescribed or 'over the counter' medicines eg Panadol and neurofin need to have a pharmaceutical label attached.** The pharmacist at your chemist can do this for you. Staff will only administer these medicines for the recommended time stated on the label before a doctor's certificate must be produced to continue. .

If there is any doubt about a medication or treatment, the Nominated Supervisor reserves the right not to administer it.

**Medications of any kind are not to be left in a Child's bag at any time.**

## Programming

The Centres programs are based on the Early Years Learning Framework (EYLF). They reflect the Centres philosophy and recognise that the rate of learning and development of children is entirely individual.

Our Curriculum is all online through a software provider called **EARLYWORKS**. After enrolment you will be given a log in, so you can access your child's learning at your convenience. We provide a laptop in the foyer for any families that don't have access to the internet. We love parent feedback and input so if your child has a particular interest or a skill they are developing, please let us know so we can extend on this interest while. Please feel free to view these Learning Journey Folders that are displayed in the rooms and give any feedback. These Learning Journey Folders are yours to keep at the end of the year. Parents are encouraged and welcome to discuss your child's development with qualified educators at all time. If you require a

more in-depth discussion we would be happy to arrange a time at your convenience with your child's Educator to discuss any concerns you might have.

Programming is with collaboration of all families and educators with assistance from all other educators. Please contact a staff member if you have any special skills and / or ideas you may like to contribute.

## **Sleep / Rest Time**

The Babies room staff are encouraged to continue the routine that families have established at home.

All children are encouraged to rest after lunch. Some children may sleep whilst others may lay quietly for a short period of time. Supervised restful activities are provided for those children who do not sleep.

## **Meals**

All children will be provided with nutritious, well balanced meals, including morning and afternoon tea, lunch and a late snack will be provided for those children still in attendance after 5.00pm.

The menu will be displayed in the foyer of the Centre. Any suggestions you may have are always welcome.

If your child/ren has any special dietary needs please discuss these with the Co-ordinator. The Co-ordinator will then pass them onto the cook. If there are any special changes to your child's diet, please let the Co-Ordinator know so they can be noted on your child's original dietary advice. It is not necessary to send in extra food or drink along with your child.

We are happy for you to bring in a cake or treats to celebrate your child's birthday, however letting a senior staff member know 1 week in advance will allow the cook to work it into the menu, as well as provide an alternative to children who may have allergies. We prefer, where possible to be shop brought or if home

## **Guiding Behaviour**

A part of all children's learning experiences at the Centre is to respect the needs and comfort of others. Discipline limits will be discussed, set and followed through by all staff members. Children need to know 'what to do' instead of 'what not to do' and they need to know 'why'.

Staff will ensure that;

- all children understand the limits that have been set
- positive reinforcement is used when dealing with a difficult situation
- a child is spoken to in an age appropriate manner

- the child has understood what has been said by making eye contact with the child
- if one manner of discipline is not working, staff will reassess and try a different approach
- If withdrawal from the group activity is necessary, an explanation will be given, and a staff member will stay with the child for the duration of the period – maximum 2 minutes.

## **Sun Care**

We are a sun safe centre and outside play will occur according to the cancer council guidelines. The UV index for each day will be checked each morning. This will inform staff of the safest time frame to engage in outdoor play.

For protection from the damage of solar and ultraviolet radiation, parents/guardians need to provide your child/ren with an appropriate hat (wide brimmed, or legionnaire) and other protective clothing. Strapless t-shirts and dresses are not permitted. Thongs or crocks are also not permitted as these are a trip hazard when climbing in the equipment.

Before outdoor play SPF 30+ will be applied to your child/ren. Please inform staff of any allergies.

## **Soiled Clothing**

Clothing which is soiled during the day will be rinsed out and placed in a plastic bag, this will then be placed in Laundry and the educator in the room will leave a note in the sign in/sign out book to let you know in case they have gone home when you arrive.

## **Lost Property**

It is difficult to keep track of all the children's belongings in a group care situation. Please help by labelling your child's clothing, personal items and shoes. Encouraging children to take responsibility for their own belongings will help in this also.

Items will be held in the lost property box, in your child's room. Please check this regularly as it will be emptied each month.

## **Toilet Training**

The Centre will work in conjunction with parents when the time is appropriate for your child to commence toilet training. Remember that each child is unique. Effective toilet training is recommended only when the child is physically and emotionally ready, and when the training is carried out at home as well as at the Centre.

While your child is being toilet trained we ask that you provide adequate changes of clothing and trainer pants, plus nappies to use at sleep time.

## **Occupational Health and Safety (OHS)**

Unnecessary use of chemicals will not be occurring in the Centre.

Environmentally friendly detergents and water will be used in preference to any chemical agents.

OHS policies and procedures regarding the use of chemicals and dangerous goods must be adhered to. OHS policy may be viewed at the office.

## **Grievance Procedure**

Parents/guardians please discuss any concerns regarding your child/ren's care with a staff member from their room. Alternatively you can make an appointment to meet with the Co-ordinator to discuss your concerns. We also have grievance concern forms located in the pink box in the Foyer.

## **Department of Local Government and Communities, Education and Care Regulatory Unit**

All child care services are licensed by the State Government and regulated under the Education and Care Service National Regulations(2012) . Should you have any serious concerns regarding our service, you may contact the Regulatory Unit

(08)62103333 however parents/guardians are encouraged to speak first with the Director regarding any

Email: [ecru@dlgc.wa.gov.au](mailto:ecru@dlgc.wa.gov.au)

## What to Bring

It is a requirement of the Centre that each parent/guardian provide one box of tissues at the commencement of care.

### Babies Room (6 weeks – 2 years)

- Pillowcase (not necessary if your child does not have a sleep during the day)
- Nappy rash cream if necessary, container must be labelled (Chemist)
- 3 changes of clothing daily
- Nappies – if not disposable, liners are essential
- Your child's comforter (if there is one)
- Formula (if Applicable)
- **All clothing and belongings to be labelled**

### Toddlers Room (2 years – 3 years)

- 3 changes on clothes daily
- Nappies if appropriate
- 6 pairs of trainer pants daily (if your child is toilet training)
- Your child's comforter (if there is one)
- Bottle (for sleep if necessary)
- **All clothing and belongings to be labelled**
- **No Toys or Treasures**
- **No Thongs or Crocs please**
- **No Sleeveless tops or dresses (Singlets, Stringtops)**

### Kindy Room (3 years – 5 years)

- A change of clothing
- your child's comforter (if there is one) we only encourage these during the settling in period and sleep time.
- **All clothing and belongings to be labelled**
- **No Toys or Treasures**
- **No Thongs or Crocs please**
- **No Sleeveless tops or dresses (Singlets, Stringtops)**