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Facebook: Mackay Child Care Centre (Closed Facebook group)
Mackay Community Child Care & Kindergarten (Public group)

Opening hours: 7:00am to 6:00pm

Our Policies

All our policies are available in the policy folder in the foyer and online.
Please feel free to look and provide feedback on our policies at any time.



Director: Desiree O'Neill, Advanced Diploma Children's Services,

Office Manager: Sue Mackenzie, Certificate 3 in Education & Information Technology

Early Childhood Qualified Lead Educator, Nursery: Madison McGrigor, Diploma in Early Childhood Education

Early Childhood Qualified Educators, Nursery: Marie Cris Asis Ortega, Certificate 3 in Early Childhood Education, Belinda Ellul, Certificate 3 in Early Childhood Education

Early Childhood Qualified Lead Educator, Toddlers: Maria Matala, Diploma in Early Childhood Education

Early Childhood Qualified Educators, Toddlers: Emily Keysseker, Studying Certificate 3 in Early Childhood Education, Ramy Argent, Studying Certificate 3 in Early Childhood Education

Early Childhood Qualified Lead Educator, Pre-Kindy: Mackenzie Vessey, Diploma in Early Childhood Education.

Early Childhood Qualified Educators, Pre-Kindy: Kyana Van Kerkwyk, Studying Certificate 3 in Early Childhood Education

Early Childhood Qualified Early Childhood Teacher Kindy: Brooke Rebetzke, Bachelor of Early Childhood

Early Childhood Qualified Educators, Kindy: Buena Baculo Contemplacion, Diploma in Early Childhood Education, Neve Macdonald, Studying Bachelor of Early Childhood Teaching and Primary

Centre Cook: Fiona Wood, Certificate in Food Safety and Preparation, Certificate 3 in Children's Services



Mission Statement:

- Supporting families in a nurturing environment
- Providing positive child-initiated learning
- Children, families and team members functioning as an extended family
- Developing networks to promote community engagement
- Facilitating financial sustainability



- We are a small centre with 42 positions creating a family and relaxed atmosphere
- We offer a funded Kindergarten program
- Regular Excursions into our community and incursions
- Parents are invited to attend and are welcome at the centre at any time of the day.
- Committee members will contact you for feedback and evaluation purposes to ensure the service; program and team meet yours and your child's needs.
- A High compliant of Qualified, Experienced Educators.
- A committed team who believe in the importance of building relationships and quality interactions with your child.
- Developmental Programs based on children's individual interests, based on the Early Years Learning Framework for Australia
- Three Nutritious Meals per day
- We ask families to supply nappies.
- Music specialist weekly, days vary each term (extra cost)
- Smarty's Fitness, Food and Fun Kindergym weekly, Thursdays (Ages 2-5) (extra cost)
- Mothers encouraged to breastfeed children if working close by

- Parents/Grandparents/family welcome anytime
- Birthdays and family special occasions celebrated – you are welcome to bring in a cake.
- Opportunities exist for becoming a committee member and for being involved in the service and the decision-making process, other opportunities exist in areas such as fundraising, organizing social events etc.
- Private parent communication through Kinderloop.com
- Cultural Days celebrated
- Dental hygiene is part of the daily program
- Individual Family Cultural differences catered for

HISTORY OF THE CENTRE:

Established in 1946, the centre catered for 115 children in the council grounds. Council wanted to develop a new centre and a suitable site was found at the corner of River and Nelson streets. This centre was the first child care centre to be approved in Queensland with Commonwealth Government money. The building was opened in 1975 catering as a long day care centre for working mothers, which was the condition, set down by the government.

We provide long day care for up to 42 children aged from birth to school age in surroundings that are bright, stimulating and relaxing. We provide excellent facilities, equipment and outdoor play areas, all of which meet government standards and regulations. Our programs are designed based on children's individual interests so that learning is relevant. Our centre treats all children, families and Team equally regardless of their sex, race, and religion, socio-economic or medical background.

Welcome to our Service.

The Parent Handbook outlines important information you will need to be aware of while you are a part of our Service family. It is important that you read over this booklet and ask questions about matters you do not understand. You will find a form at the back of this booklet which you must sign and return to the Service to indicate that you have read the information in this booklet and your enrolment pack.

Our Service has an open-door policy. You and your family are welcome to visit the Service at any time.

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Introduction

Welcome to Mackay Child Care Centre. Finding a new education and care Service for your child can be a daunting task. At our service our aim is to provide a secure and happy environment where children can develop their intellectual, social, emotional, physical, aesthetic skills to become competent and confident individuals, and for you as a parent/guardian to feel safe knowing that your child is receiving the best possible care.

We believe the best way to work with you, and your child is by building a partnership of education and care. To do this we want you to feel:

Welcomed, recognised, acknowledged and respected by all our Educators.

That your child is really known by, and really knows, the people who care for him or her.

You are given lots of information about what is occurring and are asked for your views.

You are involved in making decisions about your child's experiences.

You and your child are received and greeted upon arrival.

Your child is happy, secure and engaged.

Your child is not just looked after but really educated and cared for.

Nominated Supervisor: Desiree O'Neill

Regulatory Authorities

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (or other Approved Framework) and the National Regulations (Education and Care Services National Regulations).

The centre is licensed under (and complies with) the **Education and Care Services National Law and the Education and Care Services National Regulations 2011.**

Our Service is regulated by the new national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in our State/Territory. To contact our Regulatory Authority, please refer to the contact details below –

Queensland

Office for Early Childhood Education and Care

Department of Education, Training and Employment

www.education.qld.gov.au

1800 637 711, eccec@dete.qld.gov.au, PO BOX 15033 CITY EAST QLD 4002

Education, Curriculum and Learning

We will be following the Early Years Learning Framework as per our Education, Curriculum and Learning Policy.

Our Educational Leader is Desiree O’Neill.

All Educators at our Service are trained and experienced in areas of early education and care. Due to our high standard and commitment of our Educators, we can provide developmental and educational curriculum for each group of children.

We will use the relationships children have with their families and communities to build the curriculum, working in partnership with parents, to ensure each child’s knowledge, ideas, culture, abilities and interests are the foundation of our programs.

Early Years Learning Framework Learning (EYLF)

Learning Outcomes:

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their emerging autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use information and communication technologies to access information, investigate ideas and represent their thinking

If your child's Educator feels there is an area of concern, they will inform you and advise where help may be sought, e.g. speech therapist. It is always your decision to follow this up. Educators are willing to discuss any aspect of learning and development with parents.

Philosophy

The centre believes early childhood is a time of great learning and development. We aim to provide a safe nurturing environment where children's individuality and opinions are valued and respected. We recognise that children learn through play, modelling and experimentation while having fun. We believe children have the right to access and participate in all early childhood programs and services. Diversity is valued and acknowledged through providing a flexible program that promotes equality and inclusion. We encourage our staff to be continuous learners in the early childhood profession.

We aim to work in partnership with families to provide continuity of care. We value family and community support and input in the delivery of the centre's policies and programs.

Grievances, Complaints and Feedback

If for any reason you are not happy with our level of education and care or our environment, we want to know immediately. You can discuss this with Educators or write a formal letter. When any matter is raised the Service will be following our Grievance Procedure. All Service policies/procedures are available to parents. Positive feedback is most welcome too.

Child Care Subsidy (CCS)

Child Care Subsidy is available to all families who are Australian Residents if their child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by an activity test which determines the number of hours of subsidised care to which families are entitled. The percentage of subsidy a family receives is based on their estimated combined annual income.

Please see our Fees Policy for further detail about CCS.

All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through their myGov account. If eligible, the Subsidy will be paid directly to the service on families' behalf and we will reduce the fees owed. This can occur after our service enters families' enrolment information online, and families confirm their enrolment information through their myGov account. ***Until Child Care Subsidy details are available, families will need to pay full fees.***

For further details please speak to our Nominated Supervisor or contact Centrelink on 136 150.

Opening Hours

The Centre is open from 7.00am to 6.00pm on weekdays and remains open all year excluding public holidays and one week closure over the Christmas period. (Kindly note that these hours must be strictly kept, all children must be signed out by 6pm for insurance purposes and respect for the teams work life balance).

For your convenience we have an answering machine operating outside normal hours of attendance.

We use SMS Broadcast and email (stated below) to send parents reminders or urgent messages. Parents are welcome to email if their child is absent from the centre.

The Daily Routine

We provide an environment where the children always feel comfortable and secure, and all our rooms have daily routines that reflect this. Our routines are designed to maximise each child's opportunities to learn and develop.

Throughout the day the children will experience several different activities which are part of the educational and developmental curriculum operated by all our Educators. These will be based on the interests, skills and knowledge of the children and include aspects of their culture, family and community.

Each room will display their routine which parents may read, and educators will be happy to answer any questions. There are summer and winter routines which are adapted to the weather conditions.

Services Offered

Long Day Care

Breakfast

Morning Tea

Lunch

Afternoon Tea

Special Needs Catered For

Age Groups

The Service has three rooms which promotes a spacious, warm and inviting environment for all our children at the Service. The rooms are:

- 0 years -2 years
- 2years - 3 years
- 3 years-5 years

The ages within each room may vary depending on enrolments.

Children

Those First Weeks

The introduction into long day care can be difficult for children and parents. Children's welfare and happiness are the priority for educators when welcoming new children to the Service and when assisting the family to settle into the Service environment. It is recognised that families' needs will vary greatly in the orientation process and individual needs will be addressed.

The following outlines some helpful hints for parents on settling their child into care: -

- Make sure you familiarise your child with the environment and the people in the environment (children and adults) by coming in for visits before commencing care.
- Ease your child into care with short stays to begin with.
- Provide a favourite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure.
- If your child is unsettled, short visits with you will help your child to gain trust with an unfamiliar environment. These visits can be made on a day when your child is not booked to attend.
- Your child will be reassured when they see positive interactions between Educators and parents or Educators and other children, and this will help them to establish trust in an unfamiliar setting.
- Try to talk at home about childcare. Mention the names of the Educators and other children. Talk about the things the child will be able to do at childcare that are fun and enjoyable.

- Talk to the Educators about your child, for example, what they like to do; successful ways of settling them to sleep; foods they like and dislike and so on. This helps Educators to get to know your child.
- When leaving your child, it is best to make sure you say goodbye and then leave. Hesitating and not going after you have said your goodbyes only confuses them, especially if they are upset. Reassure your child that everything is alright, and you will return later. This can help them to settle.
- It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and then passing them an Educator, or sitting down with them to read a book or for a short play before leaving.
- At first some children protest strongly while others may take a day or two to realise that you are leaving them and begin to protest after several days. Children soon learn that you do return and in the meantime they are well cared for.

WHAT TO BRING: (All named)

- **Nursery:** at least 2 complete changes of clothing, a comforter if they sleep with one, bottles and formula if they are on bottles, water bottle, a sun hat that also protects the neck
- **Kindy children:** a set of cot sheets in a labeled bag or pillow slip that goes home at the end of a week's use for washing, a change of sun smart clothing, including undies, a Sun hat that also protects the neck or has a wide brim, water bottle
- **Toddlers:** Disposable nappies for the day/week, A Sun hat that also protects the neck or has a wide brim and at least 2 changes of clothes including undies. If your child is toilet training you will need to supply at least 5 changes of underwear. A set of cot sheets in a labeled bag or pillow slip that goes home at the end of a week's use, water bottle
- At times we have water play for the children in hot weather and you are notified of this please supply a towel and sunsmart swimwear.

Please note in order to be sun smart we request children wear T shirts or clothing that protects the children's shoulders and upper arms.

It is the Centre's policy that all children must have a hat on to participate in outdoor activities.

We request that children wearing rain boots to the Centre have a change of footwear for comfort during the day. Please mark all articles clearly with your child's name. Should

you forget any of the above, the Centre can loan your child spare clothing. These may be sent home, so please return them laundered as soon as possible.

Lost property: Any clothing or other items that belong to children and are unnamed will go in the lost property basket for 2 weeks. After 2 weeks the contents of the box are donated to charity.

Birthdays

Your child's birthday is a special event in his/her life. To celebrate your child's birthday, you are welcome to bring cupcakes, nut free, however please check with your educator first (due to food allergies). Please check with your child's educator prior to the birthday that what you plan to bring in is suitable for all children, including those who may have allergies or special dietary requirements.

LOCKERS:

Each child has a locker for bags and sheets for rest time.

Guidance and Discipline

Educators follow a Behaviour Guidance Policy (in Relationships with Children Policy) which extends across the whole Service giving consistency of expectation in all rooms. This policy allows children to develop self-discipline, a respect for others, for property and respect for self.

The policy aims are: -

- To give all children the opportunity to expand their experiences of life in a productive, safe environment that allows individuals the right to safety, tolerance, self-expression, cultural identity, dignity and the worth of the individual, along with honesty in dealing with peers and caregivers.
- To be taught to respect the rights and needs of others by foreseeing the outcome of their behaviour and the consequences of their behaviour.
- To encourage the individual social development of each child.

If you require further information on this policy, please ask Educators and refer to the policy book.

POLICY AND PROCEDURE:

The following Policies are available to be read in the centre's Policy Book in the foyer and a policy is posted online weekly:

In relation to the Centre: enrolment procedures, priority of access, anti-discrimination, programming, payment of fees, cyclone/flood/centre closure policy, fire drill procedure, health issues, excursions, smoking, students, nutrition, workplace health and safety and opening hours.

In relation to the Children: behaviour guidance, illness and accident, absenteeism, special needs and child protection, inclusion, biting, dental and safety.

In relation to Parents: parent/guardian policy, collection of children and Team/parent communication.

In relation to Team: qualifications, role description, dress code, absenteeism, annual leave, Team meetings, professional development, resignations, relief Team, students, accouchement leave, termination, personal property and telephone.

In relation to Management: election of management committee and policy review committee.

Rest and Sleep

Rest time routine varies according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide stretcher beds for children. Your child may wish to bring a security item, pillow or blanket to have at rest time. Please feel free to discuss your child's rest needs with Educators.

Parents

We believe the best way to work with you and your child is by building a **partnership of care**. To do this we want you to feel

You are given lots of information about what is happening, and you are asked for your views.

What is the best way to communicate with you?

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child. We have many types of communication we use for families in the Service just like you.

Confidentiality and Discretion

Information received through written and spoken communication with families will be treated with discretion.

At any time if you require a **private discussion with our Educators**, please inform us. This can happen face to face or by phone.

What type of communication do you prefer?

- ☐ SMS
- ☐ Phone calls to your work
- ☐ Emails
- ☐ Letters
- ☐ Face to face

You can tell us your preferred way of communicating on page 13.

USE OF SOCIAL MEDIA and Photography

Photos are a way of capturing history and valuable family memories. We also capture learning/play and relationships on photos that are displayed on the laptops and in children's profile books. We seek family authority to display and use these on our

enrolment forms. We ask that parents who take photos in the centre that involve other children, please DO NOT publish these to social media sites. We ask that if you are going to take photos of your child at Child Care or at functions to avoid taking pictures of groups of children. Please respect that every family has a right to privacy. We have a policy in the foyer that covers Educators taking and displaying photographs and media coverage. We do not want to ban photograph taking so please adhere to this request.

Worldwide Social media has been used for bullying and as an opportunity to complain, vent anger and harass. We ask that if you have a concern that you follow the centre protocol of the grievance procedure displayed in the foyer

1. Talk to your child's Educator OR
2. Talk with the Director OR
3. Telephone the president, telephone number is on the committee notice board. Action **will** be taken by the Nominated Supervisor and the Committee against defamation, unjust comment or even hurtful statements posted on social media sites. A child's position at the centre can be terminated as per our policy on Social Networking.

We use Kinderloop which is a secure way to share information with parents, through real time updates. Each Kinderloop is a private closed loop, photos are only shared with invited family members or staff and cannot be shared across the web. This helps families to continue the learning with their children at home creating a continuum of care. Parents are also able to securely invite additional family members worldwide to view their child's Kinderloop.

Mackay Child Care Centre has a public Facebook page (**Mackay Community Child Care and Kindergarten**). This site is for resourcing families, reminders and announcements. We do not publish photographs of the children unless permission is obtained, or a parent posts the picture.

Communication and Educators

What can you expect from Educators?

Educators will:

- ☐ inform families promptly and sensitively of any out of the ordinary incidents affecting their child.
- ☐ share with children's families some of the specific interactions they had with the children during the day.

- ☐ provide information on children's eating and sleeping patterns through verbal communication.
- ☐ keep an appropriate record of joint decisions made with families affecting children's progress, interests and experiences. (These may include new events like toilet training.)

Please feel free at any time in person, by phone or email to discuss your child's progress, relationship, interest and experiences.

Hours of Operation

Service hours are from 6.00am to 6.00pm, Monday to Friday, 50 weeks per year.

Priority of Access

Please refer to our Enrolment Policy for more information about the Department of Education, Employment and Workplace Relations' (DEEWR) requirements for Priority of Access.

Court Orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. Without a Court Order we cannot stop a parent collecting a child.

Arrival and Departure

For safety and security reasons ALL children must be signed in on arrival and signed out on departure through Kiosk. No child will be allowed to leave our Service with a person who is not stated on the enrolment form , unless prior arrangements are made with the Nominated Supervisor.

Commencement Fees

On enrolment we will require a bond of **1 week's full fees** per child to be paid before your child commences at the Service. This is refundable when your child ceases care or may be used to pay outstanding fees.

Service Fees

\$140.00 per day for Nursery room.

\$135.00 per day for Toddler room.

\$130.00 per day for Kindy room.

It is our policy that all accounts are to be at a nil balance each week i.e. there should be no fees outstanding.

Accounts in arrears will be subject to care being cancelled.

Accounts

On your first week at our Service you will be required to pay your bond and you will receive a statement on the next billing cycle.

Any change of financial income will alter your fee structure. Please advise our Service and Family Assistance Office (13 6150) if this occurs. Payments can be made via cash, cheque, direct deposit.

Late Fees

If your child is collected from the Service after 6.00pm, you will be charged a late fee which is **\$15.00** for the first 10 minutes or part thereof and \$1.50 per minute after 6.10pm. This will be added onto your account.

Attendance and Absence

Once a child is enrolled at the Service, payment of fees must continue during the child's absence for illness, **public holidays**, annual holidays etc. When a child is absent for any reason we must be notified. The Service is open for fifty weeks per year; the only period during which we are closed is Public Holidays and one week at Christmas. Dates will be advised.

Allowable Absences

Refer to the Department of Education, Employment and Workplace Relations (DEEWR) for information about allowable absences.

Waiting List

When our rooms have full enrolment, children's names will be put onto a waiting list. Once a position is vacant, parents are then contacted about placement. When parents wish to change days, this can be effective immediately if enrolments for that day are not full. If they are full the child's name will be placed on a waiting list. Once a position is available, days will then be adjusted. Our waiting list gives priority to working parents as per the Priority of Access Guidelines.

Notice of Withdrawal

We require 2 weeks' notice if you would like to withdraw your child from the centre. Refer to the Department of Education, Employment and Workplace Relations (DEEWR) for information about withdrawals from care.

Health & Safety

The Service provides a healthy and safe environment for children, Educators and families— please refer to our policies covering nutrition, hygiene, medication and infectious diseases. Children with contagious illnesses must be kept at home. A doctor's certificate must be presented to the service when the child returns showing the infection is no longer contagious.

Food Allergies

We are an allergy aware Service.

Please inform the Nominated Supervisor if your child has any allergy or anaphylaxis.

Illness

NO CHILD will be admitted with obvious signs of any contagious infection or illness. Our policy states the incubation period, symptoms and exclusion periods of such diseases.

Medication

Educators will be able to administer medication to children who are recovering from illness if a medication form has been completed and signed by parents before the

medication is given. The nominated supervisor or an educator can assist you to complete the form.

Medication must be in date, in its original container with the original label, have the child's name on the label, and have any instructions about the medication (including those from a GP) attached to the medication.

Medication must be handed to an Educator for appropriate storage. **Please DO NOT leave medication in your child's bag.**

Any child who has commenced an antibiotic must not attend the Service for 24 hours from commencement.

Medical Conditions including asthma and anaphylaxis

The Service aims to provide a safe environment for children who have identified medical conditions. It is Service policy that a Medical Management Plan be completed by parents/guardians in consultation with the family doctor. The Plan should include a photo of your child, state what triggers the medical condition, what first aid is needed, contact details for the doctor who signed the plan and state when the Plan should be reviewed. This must be completed and returned before enrolment commences.

Our service will develop a Risk Minimisation Plan which is based on information in the Medical Management Plan.

Parents are responsible for updating their child's Medical Management Plan or providing a new Plan when necessary.

Sun Protection

Our Service's policy is "no hat, no play". This policy will be enforced. Parents are asked to provide a wide brim hat to wear during outside activities. These must be labelled. The most suitable hat is one which shades the ears and neck, as research is showing a high incidence of skin cancer on people's ears.

Children are required to wear sun safe clothing that covers as much of the skin as possible when outdoors. Please dress your child in clothing that will protect them from the sun.

Accidents and Illness

The nominated supervisor will contact parents immediately if a child is involved in a serious accident or illness at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers. An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed an educator, the Nominated Supervisor and by the parent.

Emergency Drills

Throughout the year the Service will hold emergency drills which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. An emergency escape plan will be displayed in every room.

Using the Service Safely

Never leave children unattended in cars while collecting children from the Service.

Cars parks are dangerous places for children. Always hold children's hands when arriving and leaving the Service.

Never leave a door or gate open. Our front door is accessed by a pin number only. Once your child is enrolled you will be given this pin number. You must not pass this on unless the person is listed as a contact who can pick up or drop off your child.

Never leave your children unattended in a room.

Children are not permitted into the kitchen and laundry areas.

Workplace Health and Safety Feedback

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Educators: qualifications and ratios

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Educators hold First Aid qualifications, have Working with Children Checks completed and attend monthly Educators' meetings. Our Educators are continually evaluating how our curriculum meets the education needs of our children and reflecting on ways to improve children's learning and development. They are encouraged to attend further professional training and development.

For further details on the qualifications of the Educators, please see our Nominated Supervisor.

Conclusion

We guarantee your child will have a happy, safe and secure relationship with our Service and our Educators and that the time he or she is in our care will be positive and fulfilling.

Important Contacts and Information for Families

The Service provides families with current information on child and family resources and services accessible in the local community.

ACECQA is the new national body ensuring early childhood education and care across Australia is high quality

Address: Level 15, 255 Elizabeth Street, Sydney, NSW, 2000

Postal Address: PO Box A292, Sydney, NSW 2000

Email: enquiries@acecqa.gov.au

Phone: 1300 422 327

Family Assistance Office: Phone: 13 6150

Australian Childhood Immunisation Register

Phone: 1800 653 809

Local Contacts

Mackay Community Health
P (07) 4968 3893

Royal Institute for Deaf and Blind Children
Melinda Lloyd
02 9872 0826

Emergency Services
Police, Fire, Ambulance
000

Mackay Base Hospital
4885 6000

Informative Websites for Parents

We have a list of useful websites for parents. Please ask educators for a copy.

Raising Children Network

The Australian parenting website: comprehensive, practical, expert child health and parenting information and activities covering **children** aged 0-8 years.

raisingchildren.net.au/

Better Health Channel - quality consumer health information quality-assured, regularly reviewed, health and wellbeing information and services. This site is sponsored by the State Government of Victoria

www.betterhealth.vic.gov.au/

Parent Involvement Family Skills, Interests and Talents

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved.

We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your Occupation or Hobby

Your child loves you and when they get to childcare all they talk about is you. You are the most important person in their world. We welcome all parents to the Service to talk

about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interests children and these talks are the best educational resources you can provide for the Service. We use information that has come from discussions about occupations and hobbies in our programming and the ideas explored from parent talks can last for weeks.

Your Home Culture

Your home culture is most welcome in our Service. We would greatly appreciate if you were able to share with our Service aspects of your culture and family life. This would assist us to enrich the lives of all our families and children.

Reading (especially good for grandparents)

Children love to be read to. If you or your parents have the time, please contact your room Educators to organise a day for reading.

Please tell us what you can offer and your availability on the enrolment form.

Useful Junk - We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

Family Photos – Our aim is to create a warm, friendly and homely environment. One way we like to achieve this is by having family photos displayed. Please bring in a photo of your family for us to display in the room.

Special Events

Our Service organises special events throughout the year. Keep an eye out as your child is sure to be a star!

Suggestions

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service please let us know.

If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance procedure if you would like to formally raise any concerns

Remember

When your family becomes involved with the Service, no matter how small or big your involvement, your child will be experiencing the connection between home and our Service.

Please read this handbook carefully so you fully understand the commitment that you are undertaking and your responsibilities to the Service.

Thank you.

Enrolment Information for Educators

Family name

Parent's full names:

Child/(children)'s name

Please list what skills talents, interest and culture that you and your family (not forgetting grandparents) are able to share with the Service.

I have completed the enrolment form at the Service. I have read and agree to comply with the requirements set out in this handbook and in the Service's policies.

Signed: _____

Dated: _____

Have you completed the orientation evaluation: Yes No

Communication

Please indicate the best way to communicate with you:

- ☐ SMS
- ☐ Phone calls to your work
- ☐ Emails
- ☐ Letters
- ☐ Face to face

Please Remember

We encourage family participation and involvement in the Service. This allows you to see firsthand what we do and your child sees that there is a connection between home and the Service.

We welcome your feedback and view **“Feedback as A Gift”**

Parent Input for Individual Curriculum

Child's Name: _____

Date of Birth: __/__/____

Days attending:

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday

What time will you be arriving and returning to the Service? (Estimates only, we understand some mornings may differ)

am:

pm:

What will help you and your child say goodbye to each other in the morning?

Family Information – type of family and names (parents/siblings/extended family living together/blended family)

Cultural background of family members – immediate and extended:

Languages spoken at home (this includes “special” words your child uses for a particular items e.g. dummy-boo boo)

Family preferred care giving strategies – any strategy in particular that you see that works for you and your child in relation to particular situations (e.g. at mealtimes, when your child is upset, during and after a tantrum)

Routines - toileting, sleep, rest, nappy changes:

Are there any special Instructions for nappy changes? Yes/No

If yes, please explain

How will we know when your child is tired?

What helps your child fall asleep?

How does your child wake? Quickly, slowly, do they like to be taken from cot immediately? Or stay for a while?

Likes/Dislikes (in relation to food, play, routines – anything you can think of)

Here is the opportunity for you to offer us input into your child's individual program. Your input is important to us and your child's program, because it provides us with more pieces of the puzzle in relation to getting to know your child and enables us to plan enjoyable experiences for them which maximise their opportunities for learning.

Please complete the following questions:

1. What do you feel are your child's current needs? e.g. toilet training, development of social skills, expansion of vocabulary?

How could we assist your child in these areas?

2. What are your child's current interests?

How can we foster these interests at the Service?

3. What do you feel are your child's strengths at this point in time?

Orientation Evaluation

Name (optional) _____

Date ____/____/____

Overall how would you rate the orientation? (Please circle one)

Very Satisfied Satisfied Neither satisfied or dissatisfied Dissatisfied Very
Dissatisfied

yes	no	N/A	Were you given an orientation to familiarise you and your child with the daily routine and activities?
yes	no	N/A	Were you reassured that most children settle in quickly to their new environment?
yes	no	N/A	Did the Nominated Supervisor arrange for you and your child to attend the Service to visit and meet the Educators, and become familiar with the environment?
yes	no	N/A	If your child visited the service before their first day, did the educators indicate your child could participate in the activities if they wished?
yes	no	N/A	Were the daily timetable and curriculum discussed, as well as routines and any special requirements for your child?
yes	no	N/A	Were you encouraged to send any special comfort items (teddy etc) to help your child in the initial settling in period?
yes	no	N/A	Were you invited to ring and check on your child at any time?
yes	no	N/A	Were you told what to bring? (birth certificate, immunisation record and Medicare number)
yes	no	N/A	Did Educators explain modes of fee payment and communication (newsletters, pockets, communication box etc)?
yes	no	N/A	Did Educators explain the importance of labelling personal items and were you shown the parent library to access the Service policies and other resources?
yes	no	N/A	Did the Educators discuss how best to tailor your child's settling in period?

yes	no	N/A	Did Educators encourage you to say goodbye when dropping off – and reassure you that if the child remains distressed over a period of time, they will contact you?
yes	no	N/A	Were you able to stay as long as needed to reassure your child?
yes	no	N/A	Were you told you will be kept informed when you collect your child about how he or she is settling in and that you are welcome to discuss any issues with the nominated supervisor at a convenient time?
yes	no	N/A	Was the Enrolment Form explained and filled in completely with all relevant information about your child?

What could we improve on?

What did we do well?

Thank you for your time.