Next Step Childcare

PARENT INFORMATION BOOKLET

Address: 7 Bronzewing Street
Tahmoor 2573
Phone: 0439966704
Phone 46011211
Email: nextstepchildcare1@gmail.com
Hours Of Operation: 6.30 a.m. - 6.00 p.m.
(The Centre is closed on Public Holidays and for a short time during the Christmas/New Year period)

Childcare Fees:
Meerkat, Zebra and Tiger Room - $132.25 per day
(0-2 Years)
Rhino, Kookaburras & Monkey Room - $125.10 per day
(2-3 Years)
Lion, Elephant, Giraffe & Bear Room- $123.99 per day (3-5 Years)
Fees Include: nutritionally balanced meals, drinks and bed linen.

The aim of Next Step Childcare is to provide high-quality care and

education for children aged 0 to 6 years. Our commitment is to provide a secure, happy, and stimulating environment which will provide support and care for the family unit.

About the centre
The centre is fully licensed by the Department of Community Services and, as it is a private centre receives no financial assistance from the Government, therefore relies on fees being paid on time to cover expenses. We are licensed to care for children 0-6 years of age. We offer an open doors policy:

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Open Doors Policy

O Our Service is open at all times for parental inspection.
P Please come and see how we help your child's development.
E Entry by you any time is your guarantee of the continuing quality of our working practices and protection for Educators/Staff and Management reputation.
N Never use a service where you are not welcome.

D Don't hesitate to visit us.
O Our Service is proud of the quality of care we provide.
O Our Educators/Staff are qualified, trained, experienced and talented.
R Rather than take our word for this
S See for yourselves!

Centre Policies
A copy of the full centre philosophy and all policies are available for you to read at any time. Policies can also be viewed on the OWNA app at any time.

Arrival to the Centre:
- Please do not smoke on the grounds of the centre.
- Please make sure that the gate is securely shut when you come through it.
- Be sure to sign in your child.
- Help your child put their belonging in their locker.
- If your child is on medication, please fill in the medication form and hand the medication to a staff member.
- If your child has any health or other issues discuss this with a staff member before you leave, so that other staff can be informed.
- If someone other than yourself is picking up your child, please let a staff member know (that person must be a nominated person on the enrolment form).
- Please close the gate.

Departure from the Centre:
- Please monitor any siblings as they are not the responsibility of the staff.
- Collect any medication you may have left in the morning.
- Sign out your child.

Fees
Please pay fees regularly as the centre needs this income coming in to pay all the outgoings that keep this centre afloat. As we are a private business, we do not receive government grants to help with costs. Fees must be paid on the first day of the week that your child attends the centre. You must keep fees in advance at all times. **NO** change will be given, so please have the correct money otherwise you will be put in credit on your account. Fees are payable for **all** absences, including public holidays. You may pay by EFTPOS, direct debit or online into the centre's bank account (BSB:032716 ACC: 455023). Money that has been received will be added to your account which you are able to view on our app OWNA. If a parent experiences financial difficulties, please speak with the Manager of the centre to arrange for a payment plan. **Fees are charged by the room your child is enrolled into.**

Payment Terms

Our payment terms are weekly in advance. Outstanding fees will be subject to a late payment fee charge of $15 per week. Ongoing non-compliance of payment terms may result in care being cancelled. Expenses incurred by debt collectors will be added to your account.

Medication
Prescribed medicine only will be administered by staff at the centre. A medication form must be filled out and signed by the parent and medicine handed over to a staff member (In its original labelled bottle). Non-prescribed medicine can only be administered when accompanied by a note from the child's doctor.

Staff
The staff at this centre consists are all experienced and hold a certificate 3, diploma or early childhood qualification. The trainees that we have are working towards their qualifications

Sunscreen
Parents are requested to apply sunscreen to their child in the morning before leaving home. Staff will reapply sunscreen during the day.

Hats
Please send a hat every day with your child. Hats should have a wide brim or be legionnaire style and be clearly labelled.

Enrolling your child
Parents are invited to the centre to have a look around with their child. They will be shown around by the owner and the child will have the opportunity to take part in the activities of the day and to meet the primary carer. An enrolment form will have to be filled out and the child's birth certificate and immunisation history statement sighted. A non-refundable enrolment fee of **$50** will need to be paid to secure the child's place, and Child Care Benefit and CRN Nos will have to be organised before the child starts at the centre. A re-enrolment fee of **$25** per year will need to be paid if you wish your child to be re-enrolled the following year.

Centre Policies
These are available at the front office or on the OWNA app to view at any time.

Fire Drill
Fire drill is practiced regularly at the centre to ensure correct procedures are in place for evacuation of children and staff in the unlikely event of a fire.

What to Bring to the centre (clearly labelled with your child's name)
- A sunhat with a wide brim or legionnaire style(all year round)
- Spare clothes in case of an accident
- A jumper in case of weather changes
- A light blanket for rest time and a small pillow
- A drink bottle
- A plastic bag for soiled clothes
- 6 disposable nappies per day if not toilet trained
- One tube of sunscreen (once off) Please hand to a staff member
- One packet of baby wipes (once off). Please hand to a staff member

And for under two year olds:
- A dummy (in a container) or comforter for sleep time
- A sunhat (all year round)
- Spare clothes, and a jumper in case of cold weather

- Bottles and formula (already made up).
- A donation of 2 x baby wipes
- A sipper cup
- Nappy creams/lotions.
- 6 disposable nappies per day

Please send your child in suitable clothing for play and messy activities.

PLEASE INFORM THE DIRECTOR IF:

- Your child is sick or going on holidays
- Your address or telephone number changes
- Custody or access arrangements are altered
- Someone different will be collecting your child
- You have a complaint or suggestion.

Child Care subsidy

Child Care subsidy is available from the FAO for most families. The subsidy is based on the family income. There are three levels of priority, which childcare services must follow when filling vacant places. These are:

Priority 1: a child at risk of serious abuse or neglect.

Priority 2: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act.

Priority 3: any other child.

Absences

If your child is absent for some reason, please ring the centre as early as possible. Fees are still payable for absences due to illness or holidays etc. Child care benefit will be paid for absences from the centre up to 42 days per financial year. If the child is absent for more than 42 days per year, childcare benefit will not be paid unless;

1 A medical certificate is produced; or
2 If the child is excluded from the centre in the case of a outbreak of an infectious disease against which the child is not immunised; or
3 Rotating shifts or rostered days off for the parents, or
4 Court order, where the child is ordered to be in the care of another person; also
5 Public holidays.

Cancelling your Child's Place

Two weeks **written** notice must be given if you need to cancel your child's place at the centre, or to reduce days of attendance. If this is not possible, two weeks **full fees** will need to be paid.

Late Fee

A late fee will be charged if your child is picked up after 6pm from the centre. We are only licensed up until 6pm, so all children and parents must vacate the centre by that time. Please inform the centre if you are going to be late picking up your child. A penalty of $20 per child for the first five minutes or part thereof and then $5 per minute thereafter will be imposed for late pick up.

Meals

The centre provides Breakfast (before 8am), Morning Tea, Lunch and Afternoon Tea. Children have access to water all day. Menus are displayed in the centre and are posted daily on our app OWNA.

Sleeping

All children are encouraged to rest during the day, but they are not forced to sleep. Older children can 'rest' for half an hour and then play with quiet activities.

Parent involvement.

Parents are welcome at the centre at any time. Parents can be involved with the centre by helping staff with cutting up fruit or reading etc. Parents are welcome to discuss with staff any ideas they may have for the weekly program, and if they have any particular talents such as playing a musical instrument they

are most welcome to share their talents with the children.

Parents Grievance Policy
If parents need to complain about a particular issue, please speak to your child's Carer so that she can arrange for a time suitable to talk about the problem privately. If the problem cannot be resolved, a time will be arranged to speak with the Licensee. The problem will be first discussed with your child's teacher and the licensee. In the event of the issues not being resolved between the parent and licensee then the Department of Community Services will be contacted, with the permission of all parties involved.

School Readiness Program
This center has a school readiness program in place which prepares your child for school. By the time your child is ready to go to school he/she should be able to recognise/write their own name, listen to a story in a group situation, gain self-help skills, recognise their own belongings and be able to socialise with their peers.

Program
The staff at Next Step Childcare aim to provide a developmentally appropriate program, which will encourage the children to actively participate, learn and develop their strengths and weaknesses in all areas of growth, including fine motor, gross motor, social, emotional and cognitive development.

IMMUNISATION POLICY
Parents enrolling children into Next Step Childcare, must provide evidence of immunisation. This centre requests that a photocopy of such evidence to be provide by the parents. We are not able to use 'blue books' as evidence of immunisation any more so please obtain a copy of your child's immunisation from Medicare or from their website www. medicareaustralia.gov.au/online.

The immunisation status of all children will be held on record for the prescribed period of time. If no evidence is shown of immunisation, then the child is taken not to be immunised against any of the vaccine preventable diseases. Each time your child has a vaccination, the evidence needs to be presented to the centre again.

In the event of a vaccine preventable disease outbreak, the medical health officer and parents will be notified. Non-immunised children will be excluded from the center for the duration of the outbreak by the NSW Health department. (Fees still need to be paid if your child is excluded).

ILLNESS EXCLUSION POLICY
It is centre policy that sick children do not attend the centre. If your child is sick, she\he requires the care and comfort of loving parents in their home environment. Also, they are not able to enjoy their time at the centre. **The best place for a sick child is at home in bed.**

When to keep you child at home:
If your child has any of the following complaints ……

High temperature	Vomiting
Diarrhoea	Severe skin rashes and infections
Productive cough (mucus)	Chicken Pox
Conjunctivitis	Diphtheria
Tonsillitis	Infectious Hepatitis
Measles	Mumps
Rubella	Whooping Cough
Cold sores	Head lice
Ringworms	Scabies
Impetigo	Excessive discharge from eyes/ears
Hand and Foot Infection	Runny Nose (green)

When a doctor has prescribed a child medication, she/he should be at home according to the doctor's instructions. This close proximity of many children, such as we have in the center, increases the risk of cross infection, not only between the children attending, but also to

visitors, including possible newly pregnant mothers, very young babies, and staff members.

Vomiting/Diarrhoea

If your child vomits or has a bout of diarrhoea at the centre, you will be called by the Licensee or Authorised Supervisor to come and collect your child. Staff will fill out a sickness form and ask the parent to sight and sign it. A copy will be given to the parent and the original will be place in the child's file for future reference. Parents must keep their child home for at least 24hours after the last attack of vomiting or diarrhoea.

If your child becomes ill at the centre:

1. You will be contacted by the Approved Provider or Nominated Supervisor and asked to come and collect your child.
2. If parents cannot be contacted, those persons listed on the enrolment form as emergency contacts will be called.
3. A Doctor's certificate will be needed for your child to return to the centre if they have vomited or had a bout of diarrhoea less than 24 hours before they are due to attend the centre.

Medication Policy

If your child requires medication and the doctor sends a letter saying she/he is fit to attend child care then we will administer a maximum of two doses per day as long as it is prescribed by a doctor. 'NO OVER THE COUNTER' medication will be administered unless accompanied by a note from the doctor. Any child on antibiotics must not attend for a minimum of 24 hours, when first taking the antibiotics. Full policy is in the policy handbook.

Collecting your child from the centre

If someone else is collecting your child from preschool, please let a staff member know. Anyone picking up your child for the first time will need to have some identification on them to be sighted by a staff member. Also, that person has to have written permission from the parent to collect your child, unless their name is on the enrolment form.

SERVICE PHILOSOPHY

We see children as unique individuals, who come to our Service with their own interests, talents and ideas. The staff at the centre value, respect and appreciate this uniqueness. We feel children have a right to be active participants in their own learning and be allowed to express their views and ideas. Their independence and initiative needs to be respected. By using the Early Years Learning Framework (EYLF) as a guide, we will promote children's learning through challenging experiences and interactions that encourage thinking skills. We strive to be seen as a Service of Excellence within our community, a Service which values community involvement in all aspects of our program.

The importance of the home and family will be recognised and ongoing communication and interaction between families and staff at the centre will positively foster children's learning. We strive to develop positive and respectful relationships with each family member. We believe that building genuine relationships with families supports children in achieving their goals and learning outcomes.

In Early Childhood Education the children are the focus. Through the EYLF, the program will see Educators use intentional teaching**,** planned and spontaneous experiences. We believe in creating a home-like environment that is safe, happy, healthy and clean for both staff and children, so that they can learn, play and work without concern or stress. We believe in creating an environment that meets the needs of individual children, as each child grows and develops at different rates and their needs vary. We also promote self-help and life skills and encourage independence in children. We have a 'School Readiness Program' which helps children and parents to make a smooth transition to school. The program provides the opportunity for children to learn through play. Children will be stimulated throughout the program, to develop their intellectual, physical and social skills. By challenging these skills, children will develop their self-esteem, self-image and self-confidence. Learning will not be limited by gender or race or beliefs. Our program cycle allows us to get to know the children, their interests and their family life. We are then able to program for each child's individual needs.

For the Educators In any early childhood setting, teamwork and effective communication are essential requirements for positive outcomes across all aspects of the Services' functioning. Educators are aware of all children's strengths, abilities and interests. We will value and build on children's strengths, skills and knowledge to ensure their motivation and engagement in learning (EYLF). We aim to create an environment of trust and respect, where we work towards achieving a shared goal. Ongoing education and training are a critical aspect of staff's professional development. It is through accurate evaluation and observations that we are able to identify areas which may be considered a skill and those which may need further development. We recognise Educators/Staff as our Service's most precious resource and aim to provide them with a satisfying and safe working environment. The learning environment values cultural and social diversity. Further we also appreciate the experience and skills of all Educators/Staff.

Our experienced educators provide an environment that is secure and consistent. Our learning environment values cultural and social diversity. The environment is flexible, taking into account individual children's needs and their interests. Both indoor and outdoor experiences offer stimulating and quiet opportunities. Programmed experiences that are offered at this centre help to develop children's self-confidence and independence. Children and families will be invited to contribute ideas to the program (EYLF)(MTOP)**.** We will encourage the children to develop the following outcomes as documented in our program:

- **Children and young people have a strong sense of identity**
- **Children and young people are connected with and contribute to the world**
- **Children and young people have a strong sense of wellbeing**
- **Children and young people are confident and involved learners**
- **Children and young people are effective communicators**

Toys from Home

Please do not allow your child to bring toys from home as they can get lost or broken. Staff will not be responsible for any lost or broken toys. A cuddly soft toy for rest time is acceptable, but they must stay in your child's locker until rest time.

Child Protection

Educators at this Service believe they have a responsibility to all children attending the service to defend their right to care and protection. As such, all staff are aware of their roles and responsibilities to respond to every child at risk of abuse or neglect. **All staff are Mandatory reports of abuse and neglect of children**.

Tips for Parent's (First Days)

It is not unusual for children to cry when their parents leave them at pre-school for the first few weeks. 'Settling In' time is different for all children. Below are some vital tips to help your child settle into pre-school life ….

1. Take your child to staff in the morning and say hello.
2. Have your child put their bag in their locker.
3. Take a few minutes to show your child around and for them to choose an activity to play at.
4. When your child is playing well, tell them you must leave but you will be back in the afternoon to pick them up.
5. Smile (even though you may feel like crying yourself) and confidently give your child a hug and a kiss, say goodbye and leave.
6. If your child becomes upset, take them to a staff member and say goodbye.
7. We will cheer your child up. We will not let them cry all day.
8. Telephone the Centre at any time to check how your child is doing. Staff will call you if we are unable to settle your child.
9. **NEVER LEAVE WITHOUT SAYING GOODBYE.**

Thank you for choosing this centre for your child. We hope your child's stay with us will be a happy and rewarding experience.