



PARENT HANDBOOK

"A friendly, caring, learning environment for your children"

Kids Korner
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6.30am - 6.30pm

Welcome

Welcome to Kids Korner Child Care Centre and Pre School located at Tuggerah.

The first years of life are exciting years - the caring years. Bringing out the best in early childhood development is a challenge that our centre and staff accepts and meets with great commitment and pride.

Our aim is to remove the stress and worry from child care and provide a safe, happy and healthy environment for your child. Our developmental programs are conducted in small groups according to age and interests, and are paced to suit the prior knowledge of each child.

We believe that parents need to know their child is happy and healthy. Today's economic realities mean that many parents place their children in child care. Parents can be reassured that Kids Korner provides the highest possible standard of care and supervision for children from infants to six years of age.

We are registered with the Quality Improvement and Accreditation System. We have the highest accreditation standing.

This website has been designed to give parents who are researching Early Childhood Education Options, the relevant information they need to know that Kids Korner Tuggerah is the right place for them. It is also intended to be a reference for families who already attend the service.

About us

Philosophy

At Kids Korner Tuggerah we are committed, in partnership with families, to the care and overall development of each child through our programs, procedures and policies. We believe that each child should be given the opportunity to make meaningful decisions and choices at each individual's age/stage of development in all of the domains of child development (social/emotional/physical/cognitive/language). We will achieve this by providing educational and developmentally appropriate experiences based on the areas of early maths, early literacy, science and creative and aesthetic arts throughout their day in an environment of unconditional acceptance.

Our Centre Goals are to:

1. Provide an empathic, stable and secure environment that supports the development of positive self esteem and sense of self worth.
2. Further support the emotional needs of children by encouraging interactions within the centre.
3. Implement a consistent, supportive and age appropriate behaviour management policy and procedure throughout the centre.
4. Ensure all staff have and continue to develop a sound knowledge and skill base and encourage staff to build stable and lasting relationships within the centre.

5. Expect and maintain high standards of care and nutrition
6. Maintain individual child records linked to developmentally appropriate programs that extend the thinking and learning while providing opportunities for each child to make meaningful decisions and choices to enhance and extend their development in a supportive environment.
7. The centre is a part of a supportive community that provides a referral and outreach for families
8. Respect the diversity of children, their families and caregivers.

Open door Policy

We have an open door policy at Kids Korner. You are welcome to visit any time. If you would like to share some of your knowledge and time with your child's class, just arrange a time with the staff in their room.

- O** Our Centre is open at all times for parental inspection.
 - P** Please come to 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 staff and management's reputation.
 - N** Never use a service where you are not welcome.
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- D** Don't hesitate to visit us.
 - O** Our Centre is proud of the quality of the care we provide.
 - O** Our staff are qualified, trained, experienced and talented.
 - R** Rather than take our word for this --
 - S** See for yourself!!

Programs

Individually planned programs

We have a programming cycle which allows us to program based on your child's individual skills, interests and knowledge base. The cycle is based in observing each child, reflecting on the strengths and needs of the child, implementing the planned program and reflecting and evaluating the outcomes.

Our curriculum identifies goals in all areas of development: Social, emotional, cognitive and physical. Stages of development in these areas, in each child, are observed and noted by staff.

An enrichment program of planned experiences is integrated into the routine to enhance learning and development for every child. The programs are paced to suit the prior knowledge of each child.

Children choose the areas of interest in which they will participate in throughout the day, both as individuals and as part of a group.

We place great emphasis and importance on the experience and ideas which the children initiate and share with us. Extending on these ideas lets the children know we value their input.

School Readiness

Our School Readiness program is integrated within everything we do and really begins the moment your child start at Kids Korner. All the educational experiences we provide are building on your child's knowledge and skill base to eventually prepare them for their journey to school and through life.

We immerse children in literacy and numeracy experiences while they play everyday. We give purpose meaning to print and numbers, as this has been proven to be the most effective way children learn. For example, shop play would include, not only the cash register, foods and baskets, but encourage packaging, shopping lists, catalogues, money, etc. These are all part of the shopping experience and have huge potential for teaching children the pre-reading and maths skills.

Two year old children who are painting and creating are building the foundations they need to hold a pencil correctly when they are older. They are given this opportunity daily as it takes lots of practice. The children are naturally challenged as they grow so that, by five their artwork can be a sequence of several steps - drawing a person, cutting it out, sticking it onto a paddle pop stick and using their picture as a puppet. As you can imagine our proven ongoing, interactive approach is far better than the traditional methods like looking at a letter of the alphabet each week to teach children the skills they need to go to school.

Child's Play

Adults sometimes label some activities as work and others as play. Children do not think or behave this way - for them living is work and play. A child will put a tremendous amount of effort into the centre, using the materials, cooperating with others, observing the rules and expectations, joining in on group activities and making choices. The room and the playground are the child's work place and staff will ensure that learning takes place in both places.

The daily schedule and routine allows both children and staff to feel a sense of familiarity and safety. The schedule offers a balance between the following types of activities.

- Active and quiet times
- Large group, small group activities and time to play alone or with favourite friends in pairs
- Indoor and outdoor times
- Time for children to select their own activities and time for teacher directed experiences.

We believe that routines and transitions are an extremely important characteristic in the daily schedule. The daily schedule acknowledges the importance of these times and ensures adequate time to carry them out. Young children feel more secure when they can predict the sequence of events. Predictability provides children with a rudimentary sense of time, as they begin to learn what comes first in the day, second, next and last.

Common community views and our approach

Many parents are concerned when they do not see their children learning numbers and letters, believing that stencils and homework is the best way to prepare their child for school. However, we know that rushing children into formal literacy and numeracy too early, they will lose something very important - enthusiasm for learning.

Children will miss out on important steps in learning how to learn as well as process information and may suffer later on because they lack the foundation they need for using language. Such children may recognise flash cards but have little understanding of what they are actually reading and how to sound out tricky words. If children are not actually given time to play they will have little understanding of the meaning of words like hard, harder and hardest.

If children are unable to thread beads and manipulate play dough, they will not develop the small muscles they require for writing.

As maths involves more than memorising facts, children need to develop a foundation for logical thinking. Children need time to count objects, sort them into piles, share them out and take some away. It is through games like this that children learn a real understanding of addition, subtraction and division etc.

We believe children who are given plenty of time to play, learn to ask their own questions and work out their own answers. They are explorers, discoverers, problem solvers and inventors!

Meals

Breakfast, morning tea, lunch, afternoon tea and supper are provided by the centre. Meals are nutritionally balanced to provide 70% of the recommended daily requirements for children. There is a five week cycle for our menus, so there is lots of variety. We also cater for special dietary needs like no dairy, vegetarian, or no beef. Menus are displayed at the front office and outside the kitchen. We welcome any suggestions or family favourites to add to our menu.

Nappies

All nappies changed at the centre are included in the daily fees. Nappies are regularly changed, at least every two hours and in between if necessary. Please speak to staff about nappy rash creams.

Child Care Benefit

Prior to your child's commencement date at Kids Korner you will need to advise the Family Assistance Office your child will be attending our centre. The FAO will provide you with a percentage that we can apply to a formula to calculate your reduced fees. To link our centre with your child with FAO you will need to quote our **Provider Number** which is **555003786C** .

Child Care Benefit (CCB) requires us to keep a record of all absences. You are allowed 30 days of allowable absences. After this time, CCB will not be paid for absences and you are required to pay full fees for these days.

Fee structure

Fees are payable on the first day of attendance in any given week.

Our daily attendance fees are currently: -

Baby Bears	(6 weeks to 2 years)	\$84.00 per day
Mighty Monkeys	(2 years to 3 years)	\$84.00 per day
Terrific Tigers	(3 years to 4 years)	\$79.00 per day
Wallabies	(4 years + school leavers)	\$79.00 per day

Fees may be paid via cash, cheque, eftpos or direct debit. An increasing number of our parents have elected to have their fees automatically debited from their credit card each week. For anyone wishing to take this easier option please see the office for a form. Please note that all records are kept confidential and secure.

A refundable bond equivalent to two (2) weeks' full fees is required on enrolment. This is refunded when your child leaves the Centre provided your account is paid in full at the time.

Our fee policy is strictly enforced. Placements will be cancelled for over due accounts and bond used to cover outstanding fees with any remaining bond refunded. Families are still responsible

for any fees outstanding if the bond is used. ***Should placement be terminated, placement will not be reinstated.***

A bond of \$10.00 is also charged for the front door's proximity security card. The bond is refunded upon the return of the card. As this card allows access to the Centre to the holder between the hours of 6.30am and 6.30 pm lost cards must be reported to the Centre immediately so it can be deactivated. A replacement cost of \$10.00 is charged for any lost cards.

Fees are required to be paid for any absences your child may have, i.e. sick days, occasional absences and annual holidays and public holidays. This is because you are paying you are for the placement. When your child is absent the fees must be paid on their next attendance day.

Late fee

Our licensed hours are from 6.30am to 6.30pm. Staff are only able to care for your child between these hours. We are required to have two staff members present on the premises while children are present. After 6.30pm our staff are doing overtime for their shift and their wages are quiet significant. Therefore the following late fees will be charged for any late pick up: -

- \$20 will be charged for the first 10 minutes
- \$20 will be charged for every 5 minutes after 6.40pm (until 7.00pm)
- \$10 will be charged for every minute after 7.00pm

If our staff cannot contact yourself, or any of your authorized pick-ups, after 7.30pm, staff will call the police and DOCS and await further instructions from these authorities.

Placement will be cancelled if late pick up occurs on more than two occasions.

Casual Days

Casual days, in addition to you standard booked days, may be available upon request. This will depend on vacancies on the day you request. Please ask at the front office for availability.

Other Important information.

Positions

Positions on the waiting list and subsequent enrolment in the centre are in accordance with "priority of Access" guidelines set out by the Commonwealth Department of Health and Family Services. Positions are generally organized in November each year for the following years room groups. Positions are established at other times during the year, subject to availability.

No minimum number of days is required; however it is necessary for children to attend the centre on the same days each week. This is to help establish a rapport between children, staff and families. It is considered two days of enrolment is more desirable than one, as children become more familiar with us when their visits are frequent and consistent.

Two weeks notice must be given to change or drop days. This helps us significantly with rostering of staff and ensuring we are meeting ration guidelines at all times. Two weeks written notice must be given if you choose to leave the centre. A standard form is located in the office for this.

Arriving at the centre

On arrival please greet a staff member and let them know that you and your child have arrived. Mornings can be an active time for children, and there are lots of demands on staffs' attention.

You must sign -in your child on the daily attendance register, located with the children. We require your signature and time of arrival. Remember to sign out in the register at the end of the day. This register acts to verify attendances and absences for the purpose of claiming child care benefit on your behalf, so please be diligent in signing, both when attending and after absence. In the event of fire and other emergencies, children will be checked from the daily attendance register. The signing of this is a requirement under regulations set out by the Department of Community Services.

Collection of children

Please farewell staff and use this time to exchange information about your child's day. If you are unable to collect your child yourself, you will need to tell the centre which of the persons upon your child's enrolment form will be collecting them. Please notify us **BEFORE** the person arrives to collect your child. Only persons entered on the enrolment form, as an authorised collector will be able to pick up your child. Only adults over the age of 18 years will be allowed to collect children. Please avoid sending anyone at the last minute, as you can appreciate, this causes stress to the staff as they attempt to locate you to verify that it is indeed your wish for the child to be collected by this person and that this person is indeed who they say they are.

Custody arrangements

Upon enrolment the centre will need to know if any official custody arrangements need to be followed. A copy of the official documents outlining access rulings must be kept on file at the centre, if collection is to be denied by any parent. Please inform the director if any new custodial / access arrangements have been made after commencement at the centre or if any existing arrangements subsequently change.

Communication

We believe open communication with parents and families is essential to the work we do with your children. The staff are available in the morning to pass on any messages about anything that has occurred since your child was last at preschool, and we also have a communication book in each room to record quick notes. When collecting your child each room relates general information about your child's day through the "What we did today" notice and the daily communication diary. These are located in each room along with the weekly program. We aim to have one staff member

from each room on the later shifts to communicate more specific information about your child's day, please feel free to ask.

To raise concerns about staff, management or children we have the following grievance procedure in place:

- 1) Establish what the problem is;
- 2) Arrange to talk with the room leader, management or leave a note in the suggestion box;
- 3) Please talk to the staff in a calm manner;
- 4) We will clarify whose duty is associated with the grievance and clarify the facts directly relating to the grievance;
- 5) Your concern will be dealt with in a confidential manner and will not affect your child;
- 6) A simple, effective solution will be activated and a time frame to fix the concern will be assigned;
- 7) If needed your complaint will go to higher management (being the Director or the Owner);
- 8) Management will take steps to resolve the complaint and will document the outcome;
- 9) If necessary management can act as a mediator between parties involved so a solution can be reached.

Transport

Cars should be parked in the designated car spaces reserved for Kids Korner opposite the centre. We encourage all parents to hold their child's hand and to use the pedestrian crossing to promote road safety rules daily. Please take extreme care when driving around the centre. Children should always be correctly restrained in cars.

Insurance

Under government regulations, to be a licensed childcare provider, we must have current public liability insurance - which we have.

Personal Toys

Please do not send any toys with your child unless it is a favourite cuddly toy for rest time. Personal toys are easily lost and do cause squabbles between children, so keep them at home. Staff have lots of material and teaching equipment which they use to broaden your child's horizons. Children are learning to care for, store and use this equipment appropriately on a daily basis. Children find it difficult to cope with sharing a treasure, just as adults do, we would prefer if they are not placed in this stressful situation while in care.

Staff Child Ratios

Kids Korner is committed to providing a high quality service to meet the needs of the local community and is bound to do so within the guidelines of the Centre Based Child Care Services Regulation 2004. Under this regulation the following staff ratios are required to be provided.

- 1 adult for every 5 children under the age of 2 years of age.
- 1 adult for every 8 children aged 2 to 3 years of age.
- 1 adult for every 10 children over the age of 3 years of age.

Evacuation

Fire drills follow direct guidelines and are carried out bi-monthly. Everyone in the building is involved in the fire drills and staff direct children and adults present to the closest designated "safe area". Each time the drills occur at different times of the day to help discover any potential problems and alleviate them. After the fire alarm sounds children are taught to follow the staff's instructions and proceed calmly outside to the fence. Children hold onto the fence while their names are checked off from the sign in sheet. Babies are gathered into cots and wheeled to safety. Staff reassures children that they are practicing a drill so that children are not frightened or alarmed. Children are encouraged to leave their belongings and work behind as their body is the most important thing they have. In the event of a real emergency contact numbers would be taken and parents would be phoned from mobiles. We have an evacuation plan for each area and room. Please take time to read them.

Lost Property

Please check your child's room lost property basket regularly. Staff will return labelled items to their owners. However, names on clothes, often comes off in the wash. Each room has permanent markers you can use to write your child's name on any new item of clothing. Items not claimed at the end of each year will be given to charity.

Child Protection

Child protection is the responsibility of the whole community and one specifically shared by agencies which provide any form of care for children. Kids Korner Tuggerah is one of those agencies. All staff have been approved to work with children under the NSW government Working With Children Check system. All future staff cannot be employed without clearance through the same system. Staff at Kids Korner are compelled to do mandatory reports of suspected child abuse and neglect under laws established by Department of Community Services.

Parent Involvement

Access and Equity - the centre has a non-discrimination policy, which provides access to the service for all people regardless of sex, race, culture, family composition or beliefs. This is a

concept widely promoted in general and specific terms to the children and families in our service. This occurs through positive exposure to many concepts. Should you have any concerns during your time with us, please do not hesitate to speak to the Director.

Welcome - Parents are always welcome in our centre and can be involved in helping children and activities, for a few minutes or a few hours. Staff are happy to explain why experiences are designed the way they are. Refer to our Open Door Policy.

Complaints and Grievances - please be forthcoming in noting, queries or complaints as we aim to promote relationships conducive to open communication. By directly approaching teachers or Director, we will be able to listen to your query or complaint and work towards a satisfactory outcome or explanation. Written messages can also be made and posted into the suggestion box if you would like to remain anonymous. Please remember that it is difficult to meet individual needs if they are not expressed to us. Every family comes with a different set of expectations of what child care is about and we will endeavour to meet yours.

Skill Sharing - Parents may contribute in different ways. Your various interests and skills are welcomed to share with children and staff. Discuss ways that you could be involved with your child's teacher or Director. *Parents hold a wealth of insight into their children, the community and many, many more interests, hobbies and cultures. We are keen to join together to share as much as possible for the children's sake.*

Parent Interest Group

The centre does not have a formal position- orientated committee, rather it offers regular opportunities for all parents to have input and hear about current issues, by means of a get together we have named 'Parent Interest Group'. This is an informal group providing a forum for producing and clarifying directions, opinions and feedback regarding centre issues. Meetings are attended by the Director and at least one other staff member. These meetings are held quarterly and are notified by way of a notice being posted in the office. Please add your name to the notice if you intend to attend. We understand that many of you have busy lives, as we do, for this reason meetings are limited to one hour. We greatly appreciate all efforts made by parents to join these occasions. If you would like to add an item to the agenda please see the Director.

Children's Behaviour and Our role as Guiders

There are many behaviours that all children exhibit naturally. Most behaviours of children generally have a positive impact within a group situation. Some behaviours that children exhibit however may be considered unacceptable. When this occurs staff will describe the impact of his or her actions, and attempt to empower the child with ideas for more acceptable responses in the future. If the undesirable behaviour continues, the child will be asked to recall the previous discussion with staff, encouraged to make another activity selection and return later to carry out the action in a desirable manner. Consideration for individual children's ages and stages of development is given when guiding behaviour.

Praise for the child's efforts in attempting to modify their behaviour, generally brings more desired behaviours, as does individual and group praise for accepting behavioural expectations. Staff will discuss situations of concern with parents readily, so that ideas and information can be exchanged. Children who struggle with being able to display behaviours other than that which is

hurtful towards others (physical or emotional), may be referred to Community Health for detailed assessment etc, which may result in seeking alternative arrangements, other than group care.

With many elements affecting children's behaviours, we look to at all contributing factors - with the belief in all children that they are capable of achieving acceptable behaviour. We will endeavour to assist the child and parents as much as possible.

Celebrations and Birthdays

We enjoy celebrating special events with your child and the centre. What ever the celebration, you are welcome to send along a cake, or food snack of your choice (although we ask you that no nuts come to kindy and to minimize cream, artificial colours, and chocolate). Foods do have to be shop bought, rather than made at home and we prefer if ingredients are listed on the packaging. Please discuss arrangements with staff.

Visitors

The inclusion of visitors to our centre, in the form of performers and shows, is a regular occurrence. Children benefit greatly in many ways from such experience, such as exploring their interests, being exposed to a new concept or learning more about the wider world. We usually require a small donation from families to provide this service.

Supervision at centre parties

If you attend a function after closing time, please remember to supervise your own children. If the party is within operating hours, please supervise your child if they are not enrolled for that day.

Accidents - yes they happen!

As much as we try to prevent accidents, nobody can give a certain guarantee they would not happen. When an accident occurs, a staff member fills out an accident report. The child's parent is informed about the accident either at pick up or in the event of a serious accident contacted over the phone. In the case of a life threatening situation the centre may call an ambulance to deal with the emergency.

Staff members are trained in first aid and continue to maintain a current first aid certificate.

Supervision does play a large part in minimising accidents, but cannot be seen as the ultimate element in preventing accidents. We attribute our low accident rate to many factors, one of them being supervision. But more so we link it to our knowledge of individual children and the safe play spaces we have created.

Our belief is that an accidental injury is a high price to pay for learning a new skill, so we work hard to assist children to judge safety issues and their abilities, without inhibiting their enthusiasm.

Health

Medications

It is the policy of the centre that centre staff will only give medications to children prescribed by a doctor. The medication must be in original packaging with the pharmacist's label clearly stating your child's name, the frequency and amount of each dose and the expiry date of the product. A medication form must be completed by parents and given to a staff member along with the medicine. **MEDICINE IS NEVER TO BE LEFT IN YOUR CHILD'S BAG.** Medicine will never be mixed in your child's drink. Over the counter medicines will only be given when accompanied by a letter from your doctor (Children's Paracetamol is the only exception to this, where staff will give one dose on parent's instructions).

Immunisation

Kids Korner supports the Immunisation schedule set out by the government, as the best way of preventing many communicable diseases. However, we acknowledge the rights of parents to choose whether to immunise your child. Immunisation is linked with Child Care Benefit system (yet you are still able to choose not to immunise). We are required to keep a record of each child's immunisation level. Please provide evidence of immunisation with enrolment and again whenever your child receives more.

For the parents who choose not to immunise: In the event a child at the centre is diagnosed with a communicable disease (and an immunisation is available for the disease) all non-immunised children will be excluded from the centre for the period of incubation to prevent further spread of the disease. For this we refer to *Staying Healthy in Child Care - Preventing Infectious Diseases in Child Care* (2001).

Illness and Communicable disease

During childhood illnesses can be common. Please refer to the pamphlet included referring to common illnesses and their symptoms. The best place for everyone who is feeling unwell is at home in bed. If your child develops any symptoms while in care you will be asked to collect them. For any further information please talk to our staff.

Exclusion of Sick Children and Staff

Sometimes, children and adults need to be away from the Centre for the safety of others. This is called **Exclusion**. The exclusion period is the **minimum period** to be away from the Centre. However, a child or member of staff may need to stay at home longer than the exclusion period to recover from an illness.

Excluding sick children is one way of limiting the spread of infection in the Centre. Kids Korner adheres to the minimum exclusion periods recommended by the National Health and Medical Research Council (NHMRC). Please see the display in the foyer regarding exclusion that is taken from the document *Staying Healthy in Child Care - Preventing Infectious Diseases in Child Care*

(2001). Because they can be symptoms of more serious illness, we ask that children are kept home for 24 hours when experiencing vomiting, temperature and diarrhoea.

The NHMRC recommends that children who are physically unwell should be excluded from attending Child Care Centre. This Centre adopts this recommendation and will take the necessary steps to ensure that the risks of infectious diseases from minor illness to more serious diseases are minimised. **Remember:** *Recommended non-exclusion means there is not a significant risk of infection to others. A person who is not excluded may still need to stay at home because they do not feel well.*

Hygiene

To prevent the spread of germs we maintain a high standard of cleanliness throughout the centre. The centre is cleaned throughout the day by staff and by professional cleaners nightly.

We encourage everyone to wash their hands regularly, especially after toileting/ nappy change, blowing noses and playing outside, before eating and drinking. To prevent germs travelling between home and the centre we encourage you and your child to wash hands on arrival and departure.

Strict hygiene procedures are followed when preparing the handling food. All staff are trained to wash their hands and put on gloves prior to handling food.

Staffing

We employ staff, trained at various levels in the early childhood field. We meet the required ratio of qualified staff set out by DOCS. Qualifications types include university degrees, TAFE Diplomas, Certificate in Children's Services gained through TAFE or Child Care Colleges. Each room will have a qualified room leader and at least one assistant at all times. The centre also experiment employs 3 or 4 relief staff members to relieve staff for rostered days off, holidays, sick days, in-service attendance etc. We do our best to use the same relief staff to maintain consistency for the children. Current staffing photos are located in the office giving details of experience and qualifications.

The centre operates four main classes with smaller groups within each class. A qualified staff member will be the room leader in each room.

The four rooms are:

Baby Bears -	0 - 2 years
Mighty Monkeys -	2 - 3 years
Terrific Tigers -	3 - 4 years
Wallabies -	4 years + school leavers

Volunteers/ Parent Helpers

The centre offers a small number of interested persons the opportunity to interact and assist in the running of the centres activities, supervised by the director and staff at all times. We do not specify direct parent rostering to cover child staff ratios etc, but we do appreciate parent interest in becoming involved in the centre activities. We do encourage all parents of children attending the centre to spend some time here involved in many varied

ways, such as story reading carpentry, gardening, cooking or sharing a skill. There are huge rewards for both parents and children.

Students

Occasionally students of university, TAFE and Childcare courses join in the program to fulfil "prac" time obligations and further develop their teaching and observing skills. Students are closely supervised by teaching staff at all times. Students and volunteers will wear ID badges to identify their involvement. Please direct your questions about your child's day to staff only

Starting at Kids Korner

Orientation Process

We appreciate that starting at Kindy for the first time can be a little distressing for all involved. Experiencing new surroundings, unfamiliar faces and large groups of children can be frightening for children and parents.

At Kids Korner we aim and ensure that both children and parents are happy and comfortable with the new environment and we hope that these "helpful hints" will be of use when your child starts at the Centre.

Before Your Child Starts:

- ☑ It is a good idea to try and visit the Centre before enrolling your child. This gives parents the opportunity to see the Centre and meet the Director and staff. If possible bring your child along, they need to see the Centre and staff too. This will help the child feel more comfortable when they do start.
- ☑ Between enrolment and when your child starts, try and bring your child in for visits to the Centre so that he/she feels more familiar with the environment and the surroundings. This is a great opportunity for you to spend time at the Centre with your child watching them play and seeing what activities we provide for the children.

Their First Day:

- ☑ Staff will welcome you and your child at the Centre on arrival.
- ☑ Staff will show you the routine of the room, where to sign your child in, where their bag is to be placed and the location of the information board and communication book.
- ☑ Parents are encouraged to stay as long as they feel necessary for their child to feel comfortable.
- ☑ We ask that when you are ready to leave please let a staff member know, say GOODBYE to your child on departure and reassure them you will return. At this point it is best to leave even if your child is crying, they will usually settle quickly once you go home. Please do not sneak away unnoticed as this makes it difficult for your child to trust you next time.
- ☑ Parents are more than welcome to phone the Centre throughout the day to reassure themselves that their child has settled in.

- ☑ Staff will support and comfort children when saying goodbye to parents and during the day.
- ☑ Staff will ensure that a child's usual pattern of eating and sleeping is not change too quickly. Although it is not unusual for children to eat sparingly and have limited sleep while they are settling into the Centre.

The staff are sensitive to culturally diverse child rearing practices and are willing to work with families to provide as *home-like* an environment as possible.

What your child needs to bring for each day

Please **LABEL EVERYTHING**. Staff have lots of small size clothes to sort through and we cannot always tell whose is whose. You will need a bag big enough to hold the following items, yet small enough to fit in our lockers

Hats - A sun hat needs to come for outdoor play all year round. We prefer a broad brimmed hat or legionnaire style cap as these offer the best protection, as well as complying with our Sun Safe policy.

Sunscreen - We use and recommend 30 + sunscreen. It should be applied to all children before coming to preschool each day and we will reapply it throughout the day. If your child has an allergies to the sunscreen and your would like to supply your own, please label this, hand it to the staff in your child's room and they will find suitable storage. Sunscreen, like medications should not be left in children's bags.

Shoes - It is preferred that shoes are to be worn to and from the centre. They will probably be removed during playtime to provide safe footholds whilst climbing and for tactile experiences. Shoes can be found in the afternoon in lockers or on the veranda outside your child's room.

Spare Clothes set - A set of weather appropriate clothing that may be used in case of accidental wetting from water play or toileting. We do recommend younger children to have two sets of spare clothes and toilet trainers to have multiple.

Sheets and Blanket - Please bring a sheet to cover the mattress and a sheet to cover your child. In cooler months a blanket is nice and cosy. If there is any special things your child likes to sleep with, comforters, dummies etc, please pack them too. For the most part, we encourage that children use these through only at rest time. All children will have a rest during the day, however they do not have to sleep. Children who do not sleep are encouraged to rest quietly for a short period of time and then encouraged to engage in quiet activities. We believe young growing bodies do need a quiet period to recharge their batteries for the remainder of the day.

Bottles - The centre does provide cows milk and soy milk. If your child still needs a bottle during the day pack a labelled empty bottle and the staff will fill it at the required time. Parents will needs to supply formula if your young child requires this. Formula already made can be store in a fridge for 24hours or we can mix it when required.

Toys - Apart from the comforters required for rest time, we ask that your children's toys stay at home. The centre is well resourced and if your child has a special interest, talk to your child's room staff to allow them to follow up on your child's interest in the program.

Lockers - Each child has a locker in which to keep their personal belongings. Please bring along a bag to store listed items. We encourage older children to have some knowledge of the whereabouts of their belongings and the lockers offer an individualized space for this purpose. Naming all belongings also assists staff in helping children learn this important skill. Please take your bags home at the end of each day so the lockers can be cleaned to maintain our high standard of hygiene.