

Parent Handbook

Tiny Tiger Early Learning Centre



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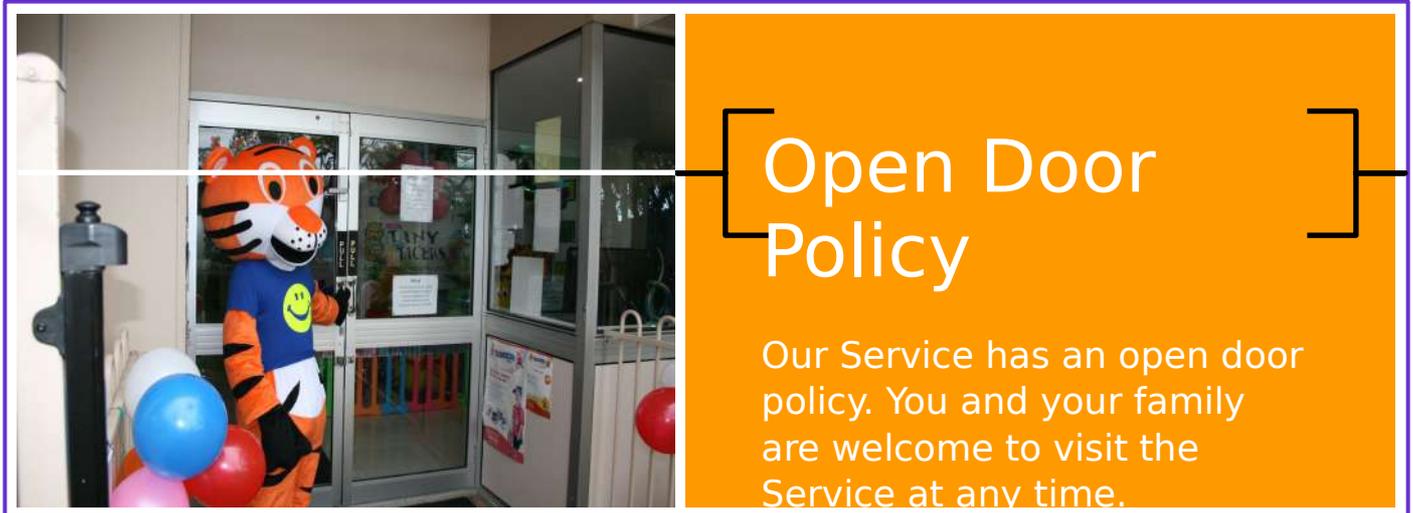
Licensee: Andrew Dickinson

Address: 18 & 20 Pine Street, Runcorn, Qld, 4113

Opening hours: 7 am—6pm

Welcome

The Parent Handbook outlines important information you will need to be aware of while you are a part of our Tiny Tiger Early Learning Centre family. It is important that you read over this booklet and ask questions about matters you do not understand.



Our policies

All our policies are available for our families to view. If you wish to view any policy, please ask any of our friendly staff and they will help lead you to our policy folder. Please feel free to give us feedback on any of our policies at any time.

QIP:

If you would like to read over our Quality Improvement Plan (QIP) please ask any of our friendly staff and they can show our QIP. Our QIP is a tool we use to reflect and improve on our service against the National Quality Standards.

Our philosophy

We value each child as an individual.

We provide flexible routines, activities and experiences to help each child face everyday challenges and to enhance their independence and social skills.

We aim to form partnerships and positive relationships with children, families and the community.

We provide qualified staff who work within the principles of the Early Years Learning Framework. Our staff value teamwork and aim to achieve high quality care for all children

Introduction

Welcome to Tiny Tiger Early Learning Centre. Finding a new education and care service for your child can be a daunting task. At Tiny Tiger Early Learning Centre our aim is to provide a secure and happy environment where children can develop their intellectual, social, emotional, physical and aesthetic skills to become competent and confident individuals, and for you as a parents/guardians 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 greeted upon arrival.

Your child is happy, secure and engaged.

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



Staff

Regulatory Authorities

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

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, ecec@dete.qld.gov.au, PO BOX 15033 CITY EAST QLD 4002

Opening Hours

The Service is open 11 hours a day, 7am – 6pm. We are open 50 weeks of the year, closing over the Christmas and New Year break.

Ages

The Service provides care for children aged 6 weeks to school age

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 Sarah.

All Educators at our Service are trained and experienced in areas of early education and care. Due to our high standards and the ongoing commitment of our Educators, we are able to provide developmental and educational curricula 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 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

Education, Curriculum and Learning (ctd)

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.



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 and give it to Sarah. When any matter is raised, the Service will be following our Grievance Procedure. All Service policies/procedures are available to parents. Positive feedback is always most welcome too.

Child care benefits

A family subsidy (Child Care Benefit) is available from the Family Assistance Office (FAO). The Family Assistance Office will assess parents' taxable income and a scale will be used to determine the amount of assistance each family will receive. The assistance may be claimed at a reduced service fee or at the end of the financial year.

The Child Care Rebate covers 50% of out of pocket expenses up to a maximum amount each year. The Child Care Rebate is not income tested. If you are claiming Child Care Benefit you are eligible for the Child Care Rebate if you meet a "work study test". Every family regardless of their income is entitled to this assistance.

For further details please speak to our Nominated Supervisor or contact FAO on 13 6150.

Daily routine

We provide an environment where the children feel comfortable and secure at all times, 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 a number of different activities which are part of the educational and developmental curriculum operated by all of 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. These routines will vary in summer and winter.

Children

Those First Weeks

The introduction into long day care can be difficult for both 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 child care. Mention the names of the Educators and other children. Talk about the things the child will be able to do at child care 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 mean time they are well cared for.

Children

Services Offered

Long Day Care
Morning Tea
Lunch
Afternoon tea
Kindergarten approved program
Bed sheets
Nappies
Drinking cups/sipper cups



What to Bring

A change of clothing that is weather appropriate (younger children- especially those toilet training- will need extra changes)

A SunSmart hat - A SunSmart hat includes either a bucket hat, broad brimmed hat or a legionnaire hat.

Birthdays

Your child's birthday is a special event in his/her life. To celebrate your child's birthday, you are welcome to bring in a cupcakes. Please speak to your child's Educators prior to bringing in a cake so we can inform you of any allergies that children in their room may have. It must be cupcakes not a cake to help prevent spread of infection when blowing out candles.

Clothing

Parents are advised to send their children to the Service in comfortable, inexpensive clothing. The children need to be able to move around during play and should be unimpaired by clothing. While paints etc will come out in the wash, accidents do happen so please don't send your child in expensive or designer clothing. Young children enjoy and need "messy" play with paint, clay, sand, water and mud.

Please label your child's clothing and replace name tags if they fade in the wash. Ensure clothing is suitable for the weather.

Children

Belongings

Please ensure all belongings are clearly labelled including dummies, clothes etc. Lost property will be displayed for parent collection in your child's room. Parent co-operation in labelling assists the Service in keeping your child's belongings together. It is appreciated if personal possessions are not brought to the Service e.g. toys. Any possessions brought must come entirely at the parent's own risk with regards to breakage or loss. A soft toy or security item for rest time is acceptable.

We welcome and encourage family input, please email or bring in any family input you have e.g. fun weekend adventures, holidays, special celebration, or just something you would like to share with our tiny tiger community.

Lockers

Each child is allocated a locker for their bags. If your child attends less than five days per week, they may share a locker with another child so please take your child's bag home at the end of each day.

Guidance and Discipline

Educators follow a Behaviour Guidance 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.

Children

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 beds for all children. Your child may wish to bring in a security item, dummy or blanket to have at rest time. Please feel free to discuss your child's rest needs with their educators. Our rest period depends on each child's individual need for sleep however we have quiet time through out the centre between 12 -2 pm where each child is encouraged to have a sleep or rest.

Meals

To assist children in reaching their full potential, the children are provided with nutritionally balanced meals for morning tea, lunch, afternoon tea and late afternoon tea. We cater for individual dietary, cultural and religious needs, which are taken into consideration. The meals are cooked fresh on a daily basis at the centre.

Cot/Bed sheets

The Service will provide all sheets for each child. We have cleaning procedures in place to ensure all sheets are well maintained and are hygienic for all children. If you wish to view these procedures, please ask any Educator or office staff.

Arrival and Departure

For safety and security reasons ALL children must be signed in on arrival, and signed out on departure. 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.

All families will receive an individual door code to access the building. This code is private for each family so please do not share this code with anyone. Visitors are to buzz at the front door and be greeted by staff before gaining access to the building.

Community

Parent Involvement

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 lives are busy and we can't always afford the time, however any contribution no matter how big or small is much appreciated.

Communication:

We believe communication between parents and the centre is very important. We understand that drop off periods can be a little hard to speak to our Educators so please feel free to contact our Educators either by phone during the day or you can email us and we will pass on all messages. We also encourage you to arrange a time to speak to any of the Educators if you would like to speak about your child's progress, any changes etc.

We try and keep parents informed about our service on a regular basis so please check your emails as this is our most common way of communicating with you. You will receive emails in regards to your statements, children's day book, your child's on-going development, centre newsletter etc.

We encourage families to give us feedback verbally, via emails or placed in our feedback box (located near sign in and out computers).

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.

Fees

Commencement Fees

On enrolment we will require a bond of \$100 and a \$20 enrolment fees \$100 bond - this is refundable when your child ceases care or may be used to pay outstanding fees.

Refunds can take up to eight weeks to ensure your Child Care Benefit entitlements with the Service can be finalised. All refunds are paid by cash or direct into your account.

Fee Policy

The family agrees to pay the rate specified in their care agreement. Rates are expressed on a per day basis and a “day” refers to a weekday between the hours of 07:00 and 18:00.

Fee Review

Fees are reviewed in July each year. Parents will be given at least four week’s notice of any changes in the fees.

Fee Reduction

The Centre is approved to offer fee reduction through the Child Care Benefit (CCB) to eligible families, following the procedure outlined in the Handbook provided by the Office of Early Childhood Education and Care. Families cannot be offered CCB until assessment advice is received.

Payment Procedure

The Centre has internet transfers available and account details are given on each weekly statement. Cash payments are available and we also offer direct debit payment options. If you wish to go with the direct debit option, fees can either be paid on a weekly, fortnightly or monthly basis, but at all times must remain in advance.

After a payment is received or processed, a dated receipt will be issued for the payment, and will be emailed to the account holder parent. This receipt should be retained as proof of fee payment.

Overdue Fees

Parents are encouraged to discuss any difficulties they may have in paying fees with the Nominated Supervisor or licensee, so that an arrangement may be made.

If the above procedures are not effective, debt recovery procedures will be commenced.

Other Fees

Late Collection Fee: Any parent who collects their child after the closing time of 6:00pm will be charged a late fee as follows:

A rate of \$5.00 for up to 5 minutes late, and then \$1.00 for every additional minute thereafter.

Time will be taken from the Centre clock, which will be kept accurate. The late fee will be added to the parent’s account, and must be paid for on the following day of attendance.

Attendances and Absences

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 for a shut down period over Christmas/New Year. Dates will be advised.

Allowable Absences

The Child Care Benefit is paid for all sick days covered by a medical certificate, and up to 42 days allowable absences per year.

After the 42 days have been used, full fees must be paid for any absence not covered by a medical certificate. Parents will be informed when the balance of their 42 allowable absences is low.

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.

Termination of Enrolment

When a parent wishes to withdraw their child from the Centre, two week's notice is required. You can obtain a form from the main office to notify of any enrolment withdrawal.

Health and Safety

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 children returns showing the infection is no longer contagious.

Food Allergies

We are a nut and egg free centre, so please ensure you don't bring these into the centre .

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

Sun Protection

Our Service's policy is "no hat, no play". This policy will be enforced. Parents are asked to provide a SunSmart 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. Please see above for appropriate hat examples (under 'what to bring')

Children are required 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 by 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. Educators will be trained in using the fire extinguishers that are in the Service. A emergency escape plan will be displayed in every room.

Using the Service Safely

Health and Safety

Illness

WHEN TO KEEP YOUR CHILD AWAY FROM THE CENTRE

If they have been vomiting through the night or that morning (Last 24 hours). (If your child has only vomited once and seems okay, please ring the Centre and speak to a senior staff member for advice.)

If they have had diarrhoea, same as above.

If they have a temperature of 37.5C or above. Please do not give your child paracetamol in the morning prior to bringing them to the Centre, as this may mask a fever.

If they have a green or yellow nasal discharge.

If they have a severe cough.

In cases of recognised infectious diseases as outlined by Queensland Health.

If they have other contagious conditions such as conjunctivitis, throat/ear infections, head lice etc, even if they appear to be feeling well.

If they appear generally unwell or complain of stomach pain, headache etc.

If they have severe open wounds or sores which would require exclusion from certain activities (eg. sandpit, water play). Please speak to a senior staff member for advice in this situation.

If you are unsure whether your child is well for care please call ahead first and talk to a senior staff member, as they will advise you on what is best.

Health and Safety

WHEN YOUR CHILD WILL BE SENT HOME FROM THE CENTRE

If they have had two incidences of diarrhoea or vomiting throughout the day, or after one incident which is accompanied by a high temperature and/or general appearance of illness.

If they have a temperature of 37.5C or higher, staff will first attempt to lower the temperature by alternative methods such as removal of excess clothing, sponging with tepid water etc. However, if this attempt does not improve the child's wellbeing, please be aware that:

The parent will be contacted to collect the child as soon as possible. In the event the Centre is unable to reach the parent or caregiver, the 'emergency contact' nominated by the parent will be contacted for collection of the child.

In the event of an emergency where parents have been notified to collect their child and who anticipate a delay in picking up their child, permission will be sought (and verified by a second senior staff member for confirmation) to administer paracetamol to the child. This permission will be sought over the telephone and a record of the conversation between the two members of the Service and the parent authorising the administration of paracetamol will be kept.

If they appear to have a contagious illness as indicated by symptoms such as: green/yellow nasal discharge; severe cough; discharge from eyes; rash; complaining of stomach or head pain; or as outlined by Queensland Health.

Health and Safety

When your Child can return to the Centre

In the case of temperature: when paracetamol is no longer required to keep the temperature below 37C, and they have not had a temperature for the past 24 hours, and providing no other symptoms are present.

In the case of vomiting: when they have kept down a full meal, providing no other symptoms is present and the last vomit was 24 hours prior to returning

In the case of diarrhoea: when they have had a normal bowel motion, providing no other symptoms is present and the last diarrhoea was 24 hours prior to returning

In the case of recognised contagious illness: on the provision of a doctor's certificate stating they are fit to return to the Centre, or as outlined by Queensland Health, or specified below.

In the case of conjunctivitis: when there is no discharge from the eyes and/or a doctor's certificate is provided. On arrival at the Centre, the child will be checked by a senior staff member with parent present.

In the case where the child is returning to the Centre on antibiotics, the antibiotics must have been administered for the previous 24 hours.

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 it's 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

Educators

Educators: qualifications and ratios

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Educators will 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 also attend 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 contact information

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

Our Service has a parent library with resources you may find helpful located in the foyer.

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

Family Assistance Office

Phone: 13 6150

Australian Childhood Immunisation Register

Phone: 1800 653 809

