



Teddybears Childcare Centre

TEDDYBEARS CHILDCARE CENTRE

PARENT/FAMILY HANDBOOK

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Teddybears Childcare Centre Pty Ltd

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OUR PHILOSOPHY

Our Philosophy is guided by “Belonging, Being & Becoming” – The Early Years Learning Framework, and the National Quality Framework. This philosophy, along with the aims of Teddybears Childcare Centre (TBCC), is achieved by following the TBCC Policies and Procedures.

We strongly believe that early childhood education is the keystone of a child’s future. We believe it is essential that we cultivate strong relationships with families, as we work hand in hand to build a strong foundation for the children. We aim to foster children’s learning holistically, by providing a trusting, healthy, nurturing and safe learning environment where children, families and educators can feel happy, loved and cared for.

We believe that all children have the right to be treated with compassion, dignity and respect which gives them the space to develop their individuality. Focusing on equity allows us to build an environment that recognizes each child as a unique individual who has the right to be accepted and valued.

We actively seek input from the families of the children at our center, and work in collaboration with families to maintain the balance between home and care. Our comfortable and dynamic environment optimizes children’s learning as they engage in meaningful, age appropriate experiences.

We recognize that children are world citizens, and are part of the local and global community. We engage with the local community by encouraging the children to explore and discover their environment, fostering curiosity and a sense of belonging through excursions, learning experiences and interactions with people in our community.

As a Community, we also acknowledge the custodians of this land, and take pride in encouraging and teaching respect for the people and environment around us.

TEDDYBEARS, MORE THAN JUST PLAY! 😊

ACCREDITATION

TBCCC has been assessed under the national quality standard and rated overall as working towards National Quality Standard.

CENTRE HOURS

Monday to Friday trading hours; 7.30 am till 6.30 pm

TBCCC is open for fifty-one weeks of the year closing during the week the Christmas/New Year period. We also close for public holidays.

FEES

Fees for all age groups

Part-time	\$110
Full time	\$106
Full time weekly	\$530

All families are required to pay two weeks bond money in advance (full fees). In the case of cancellation of enrolment or change of mind, this bond is non-refundable. It should be noted that this bond payment is not returned to you until you have paid all owing fees by the time your child finishes care at TBCCC.

Fees apply whether or not your child attends the centre, absences, illness and Public holidays are charged except for the one week Christmas break.

A two weeks' written notice is required to cancel a booking. Fees are charged weekly and a statement is sent to families each Monday.

When fees are not paid, your child may lose his / her place. The place will be declared vacant, and may be filled by another child. Your child will not be able to return to the centre until all unpaid accounts are finalise

Direct Deposit is the only payment method; bank details are provided at the time of enrolment and are available at the office at all times.

Absences of **PART TIME** Children could be redeemed as Make-Up days during the financial year.

ORIENTATION PROCESS

TBCC offers a two weeks orientation period prior to the start of care. Orientation allows for your child(ren) to spend some time in their prospective rooms and become familiar with their new routine and educators. It also gives them a chance to meet and make some new friends!

Your child will have a few orientation sessions. Each session is different in length, gradually increasing in time with each one. The amount of overall time your child spends orientating depends entirely on your child(ren)'s specific needs and how much time they require to become fully comfortable. We will cater to their needs to ensure the transition into childcare is as seamless as possible.

The orientation period is free of charge. The centre has an open door policy for family members who would like to visit or contribute to the room by sharing their experiences with the children.

ROOMS

We have four different age groups in our centre:

Babies	Children aged from six weeks until approximately 16 months.
Tiny Tots	Children aged from approximately 16 months to 2 years.
Toddlers	Children aged from approximately 2 years to 3 years.
Preschool	Children aged from 3 years to school age (approximately 5years).

It should be noted that the upper age limits are not always rigorously enforced. Transition into the next room is only guided by age but more so by their personal emotional and physical development. If we feel that you child is ready to progress developmentally, we will discuss moving your child with you, and arrange orientation into the next room.

DROP OFF & PICK UP

A parent/Family must sign the sign in and out Book at every drop off and pick up, with the time **in and out** and a signature. Sick Days, Holidays and Casual Absences must be recorded in order to receive CCB and CCR entitlements. You are given **42** Absences per year under the Child Care Benefit and Rebate Scheme. Once these have been used, full fees will apply

Regarding the collection of your child(ren), during the enrolment process, you will be required to specify on your child's enrolment form who is authorised to collect your child at the end of each day. In the instance that someone not already specified as an authorised personnel is going to be collecting your child on a particular day, it is a requirement that you formally notify the management of these changes before that day. Ideally, a written letter indicating who the individual is, their relation to your child(ren), their contact details and a photo identification of them is required, however a phone call will suffice.

Pick up after 6.30 pm will attract a late fee of two dollars per minute in cash.

MEALS

All meals are prepared by a qualified Chef. At TBCCC we include morning tea, lunch and afternoon tea. For the children who are coming at 7:30AM, we will provide them with a light breakfast and for the children who are staying until close at 6:30pm, we will provide them with a light evening snack. Our qualified chef is highly trained and will cater for all dietary requirements; including medical allergies (gluten intolerance) or dietary preferences (halal/vegetarian preferences).

All meals that are provided here at TBCCC have met the Australian nutritional health standards. The TBCCC menu is formally recognised as one that provides at least 50% of childrens' daily nutrition requirements.

For children who are still bottle-feeding, we provide fresh cow's milk. If you have a specific formula which you prefer your child to have, please give it to one of your child(ren)'s educator for them to store in the fridge.

EARLY YEARS LEARNING FRAMEWORK

The Early Years Learning Framework (EYLF) has a strong emphasis on play-based learning. The framework also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. In addition, the framework has a focus on successful transition to formal schooling.

The educators at TBCCC will closely observe the children throughout the day and then extend the learning experience based on their interests, strengths and/or needs. This is added to the weekly curriculum, which as a result is based on the children's interest, extension of children learning, spontaneous experience and families input. Each child will have at least one complete set of observation in each planning cycle. All the observations, some samples of art work and assessment of child's development will be documented in the child's portfolio throughout the year and given to the families at the time of transition or at the end of the year.

BEHAVIOUR GUIDANCE

Our policies in this area are aimed at maintaining a safe, secure and peaceful environment for children and educators.

If inappropriate behaviours are noticed by educators, the parents and educators work cooperatively in order to improve the child's behaviour by using several techniques and methods as is needed for each child. It's in the centre's policy not to use corporal punishment and emotional abuse.

CHILD PROTECTION

All educators are mandated to report any case of suspected child abuse to the Child and Youth Protection Services body. It is the responsibility of educators to uphold the delivery of high quality child protection services to all children at TBCCC, and their families. If you are concerned about a child or family, you are able to make a report or a referral depending on the seriousness of your concerns.

Child Safety Services is dedicated to protecting children and young people who have been harmed, or are at risk of harm. In accordance with Australian law, failure to notify suspected physical and/or sexual abuse of children is a criminal offence.

Child and Youth Protection Services contact details	
Phone number	1300 556 729 (General public) 1300 556 728 (Mandated reporters)
E-mail address	childprotection@act.gov.au
Online web address	www.communityservices.act.gov.au

SMOKING

TBCCC is a smoke-free zone and thus smoking is prohibited both in and around the centre's premises. Individuals intending to smoke are required by Australian law to smoke at a physical distance of at least 30 metres away from the building.

Educators who smoke during their lunch break are required to wear a spare jumper whilst smoking and to wash their hands and rinse their mouth thoroughly after smoking.

EVACUATION & LOCKDOWN

At least once a term, all TBCCC educators and children participate in an evacuation and lockdown drill, as required by regulations.

This process teaches the children and staff how to safely manoeuvre through an emergency fire situation and educates them on how to behave appropriately for a possible real fire.

STUDENT PARTICIPATION

TBCCC offers work placements for students/trainees who are undertaking some qualification in Children Services. If a student/trainee is working in your child(ren)'s room, you will be notified when you are dropping off your child(ren). The ratio of educators-children will not fluctuate due to extra student/trainees (and also volunteer workers) in the room.

SLEEP TIMES

TBCCC services will ensure that all children have appropriate accommodations to sleep rest and relax in accordance with their individual needs. "Safe Sleeping" measures will reflect commendations made by "SIDS and Kids", and will be revised, on an annual basis, by educators and families.

SUN PROTECTION POLICY

TBCCC will provide sunscreen to all children. Application of sunscreen will be applied 20 minutes before going out and re applied every 2 hours if needed. Children will be indoors between 11am to 3pm depending on the UV index released daily by the Bureau of Meteorology.

Hats must be worn outside at all times, particularly during the period between August through to May. During this period, UV levels reach levels which are high enough to damage unprotected skin. Particularly during this period, it is your responsibility to ensure your child attends the centre wearing sun-protective appropriate clothing.

COMMUNICATION

TBCCC acknowledges the importance of positive relations between families and educators. We aim to achieve this via the following:

- Here at TBCCC we promote open communication with parents (formal & informal via face-to-face communication, phone conversation and e-mail services).
- Communication book in rooms. These are used as an avenue of communication between educators and parents.
- Daily books in rooms. These are used to capture the unique and special moments your child(ren) have at the centre – it is important to share these moments with you.
- Notice board in rooms for important information and upcoming events
- The monthly newsletter. This is released once a month and includes

EXCURSION/INCURSION

We believe that incursions/excursions are a vital part of the overall experience of childcare. All external excursions require a signed permission form from parents/families. For some excursions, a small fee may be incurred to pay for the cost of transport.

HEALTH

Health concerns should be notified to management at the time of enrolment. Children who are unwell are to be kept at home until fit. In the case of a child becoming unwell during care, parents will be contacted immediately and asked to pick up the child.

IMMUNISATION

Parents/Families are requested to provide a copy of immunisation records at the time of enrolment. It is a requirement that inform management with each new

immunisation and thus provide TBCCC with a copy of your child(ren)'s updated vaccine record.

Failure to keep immunisations up to date or have exemptions from these requirements may cause cancellation of entitlements (CCB/CCR) by the government

MEDICATION

Prescribed medication will only be administered to children who have formally documented medications in their enrolment form. It is the responsibility of parent to supply any medications that need to be administered time at TBCCC. Medication should not be removed from its original packaging and should be clearly labelled when brought to the centre. For ongoing treatments, medication authorisation must be formally provided in writing.

TBCCC only administers Paracetamol (one dosage maximum) in the case of high temperatures (above 38°C). If the temperature does not go down, parents are requested to pick up the child immediately.

ASTHMA

Asthma is a common ailment of the airways, the structure through which air passes when moving from your mouth and nose right down to the smallest structure in your lungs.

For children who are asthmatic, parents are required to bring management plans (which are provided by doctors) along with their child's asthma inhaler, which needs to be clearly labelled. It is the responsibilities of the parent to ensure that the inhaler which is provided is not out of date/expired, as we do not keep spares on the premises.

ANAPHYLAXIS

Anaphylaxis is the most severe form of allergic reactions and is potentially life threatening. It usually occurs rapidly after exposure to a food, insect or medicine to which a person which is severely allergic to. Anaphylaxis must always be treated as a medical emergency and requires immediate treatment with an EpiPen. In case of Anaphylaxis, an EpiPen will be required at all times. It is the responsibility of parents to provide an EpiPen. It is the responsibilities of the parent to ensure that the EpiPen which is provided is not out of date/expired.

Anaphylaxis is the most acute and serious form of allergy. Nuts are responsible for many such reactions. For this reason the Centre is a "Nut Free Zone". Peanut butter and other nut-based products are not provided.

ACCIDENT/INCIDENT

If children have minor accidents (minor grazes, bumps etc.) it will be recorded in an accident report. The accident report will be filled and placed in the sign in/out book in order to inform parents.

In case parents are out of reach and an emergency arises, the centre will call an ambulance; one staff will remain with the child until the parents arrive.

ITEMS NECESSARY IN THE CHILD'S BAG

- A clearly labelled change of clothing: shirt, pants, undies and socks.
- A security item/comforter such as a bottle, blanket, dummy or teddy bear may be brought for rest time - clearly labelled

BIRTHDAYS

Birthdays are very special for children and wish otherwise (due to personal or religious beliefs) your child(ren)'s birthday will be celebrated! You are more than welcome to bring in a birthday cake/cupcakes/treats for the children to share at meal time.

Please be considerate of our centre policy, and only bring foods that do not contain any **NUTS**. TBCCC is a nut-free zone. If you inform us beforehand about your intention to bring in any food item, it will allow us to cater for the children with alternative needs.
