



TEDDYBEARS CHILDCARE CENTRE

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PARENT/FAMILY HANDBOOK

30 STOREY STREET

CURTIN – ACT 2605

Director/Nominated Supervisor : Shaista Farooq

Approved Provider: Mark Gillett

PH: 02 6285 4555

curtin@teddybearschildcare.com.au

www.teddybearschildcare.com.au

Teddybears Childcare Centre Pty Ltd

ABN 054 287 213

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OUR PHILOSOPHY

Teddybears Childcare Centre's goal is to provide an environment for children, families, staff members and the local communities that is warm, friendly and welcoming. We seek to create opportunities where all stakeholders can share their ideas, skills, knowledge, cultures, languages, and traditions through open communication, honest feedback and involvement in the centre.

In relation to children:

We recognise that children are world citizens and are part of the local and global community, and we strive to build a trusting relationship with each child. We aim to provide an environment and curriculum that promotes holistic development and high expectations for children across all areas of development through intentional teaching and spontaneous learning.

We aim to do this by:

- Building child-focused programs which is guided by the Early Years Learning Framework – Belonging, Being & Becoming, and the National Quality Framework
- Providing a stimulating environment that creates opportunities for children to develop their learning in areas including creative and expressive arts, numeracy, literacy, and science.
- Modelling our practices on the 'Circle of Security' and using it as a map to help us read the emotional needs of children and to understand our role in building a secure relationship
- Creating an environment that encourages each child to enhance their positive personality, self-esteem and confidence through experiences that build upon their skills, abilities and interest
- Fostering and role modelling positive behaviours that encourage the children to respect others, to respect their culture and other cultures.
- Developing an inclusive approach which supports the participation of children with additional needs.

In relation to families:

We believe that trust and respect are fundamental in building a strong and positive relationship with our families. We understand that family involvement in the program is essential in achieving TBCCC's goals and philosophy in relation to children.

We aim to do this by:

Building an open communication with families that welcomes shared decision making regarding their child's learning and wellbeing

- Respecting family's needs and practices and providing a supportive environment
- Providing opportunities for families to be engaged in the service practices.

In relation to the staff

We understand that employing educators who are committed to the wellbeing of the children is essential in the provision of an environment that is responsive and respectful to promote children's sense of security. This is supported through our emergent knowledge and understanding of the attachment theory and their role in building a secure relationship.

We aim to do this by:

- Having open communications with staff, where respect is built and confidentiality is maintained
- Supporting staff members with ongoing professional development opportunities for all staff
- Providing educators with non-contact time for programming and documentation

In relation to the community

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

We aim to do this by:

- Encouraging students and volunteers to take part in the service
- Engaging with the local community events and encouraging the children to explore and discover their environment, fostering curiosity and a sense of belonging through excursions, incursion, learning experiences and interactions with people in our community
- Regularly evaluating our practices and reviewing our policies and procedures.

TEDDYBEARS, MORE THAN JUST PLAY! 😊

ACCREDITATION

TBCCC has been assessed under the national quality standard in June 2015 and rated overall as **working towards National Quality Standard.**

CENTRE OPENING HOURS

Monday to Friday from 7.30 am to 6.30 pm

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

FEES

Fees for all age groups

Part-time	\$115
Full time	\$112
Full time weekly	\$560

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, including due to illness and Public holidays are charged except for the one-week Christmas break.

A two-weeks written notice is required to cancel the 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

Fees can be paid through EziDebit. Bank details are provided at the time of enrolment and are available at the office at all times.

Some absences of **PART TIME** Children could be redeemed as Make-Up days during the financial year, if there is spot available in the rooms.

ORIENTATION PROCESS

TBCC offers a two-week orientation period prior to the start of care. Orientation allows 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 several orientation sessions. Each session is different in length, gradually increasing in time with each one. The amount of overall time your child spends during 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 5 years).

It should be noted that the upper age limits are not always rigorously enforced. Transition into the next room is not only guided by age but also by their personal emotional and physical development. If we feel that your child is ready to progress developmentally, we will discuss with you regarding moving your child to the next group 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. Children are eligible to have **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 are authorised to collect your child at the end of each day. In the instance that someone not yet specified as an authorised person 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 ten dollars for first 5 minutes and then \$5 for each minute. Late collection fees are only to be paid in cash. ***

MEALS

All meals are prepared by a qualified chef. At TBCCC, we cater morning tea, lunch and afternoon tea. For the children who are coming at 7:30 am, we provide them with a light breakfast if needed and for the children who stay till late we provide them with a light evening snack. Our qualified chef is highly trained and cater for all dietary requirements, including medical allergies (gluten intolerance) or dietary preferences (halal/vegetarian preferences and etc).

All meals that are provided at TBCCC meets the Australian nutritional health standards. The TBCCC menu provides at least 50% of children's' 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 extend the learning experience based on their interests, strengths and needs. This is added to the fortnightly curriculum programs , The programs are also based on extension of children learning, spontaneous experience and families input. Each child will have at least one complete individual and one group observation in each term/planning cycle. All the observations, some samples of art work and assessment of the child's development will be documented through on-line documentation "EarlyWorks" throughout the year. All the families will get the log in password at the time of enrolment.

BEHAVIOUR GUIDANCE

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

If inappropriate behaviours are noticed, the families and educators work cooperatively in order to improve the child's behaviour by using some approaches and methods as needed for each child. It is 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. 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 protect 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
Website	http://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 to smoke at a physical distance of at least 30 metres away from the building and away from children's visibility.

Educators who smoke during their breaks are required to wear a spare jumper/ t-shirt 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.

This process supports the children and educators to understand the safety manoeuvre at an emergency situation.

STUDENT PARTICIPATION

TBCCC offers work placements for students/trainees who are undertaking qualification in Children Services. Students/trainees will be introduced to the families in the relevant rooms. The ratio of educators-children will remain the same as students/trainees/volunteers are not counted in the ratio.

SLEEP/ REST TIMES

TBCCC service will ensure that all the rooms have age appropriate sleep/rest routines for the children according to the individual needs. "Safe Sleeping" measures will reflect commendations made by "SIDS and Kids."

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:

- Promote open communication with parents (formal & informal via face-to-face communication, phone conversation and e-mail services).
- Communication book in rooms.
- Through EARLY WORKS
- Notice board in rooms for important information and upcoming events
- The monthly newsletter

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 & entrance.

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's family responsibility to inform management with each new immunisation and 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 only be administered to children who have formally documented. It is the responsibility of parent to supply the medications that need

to be administered. 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/Nurofen (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. Parents are also required to complete Risk minimisation plan, Communication plan and consent form to display child's management plan at the time of enrolment and when needed.

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 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.
