

TEDDYBEARS CHILDCARE CENTRE



Staff Handbook

30 Storey Street

Curtin- ACT 2605

PH: 02 6285 4555

Email: curtin@teddybearschildcare.com.au

Website: www.teddybearschildcare.com.au

Director/Nominated Provider: Shaista Farooq (M: 0424 791 230)

Approved Provider: Mark Gillett (M: 0402 514 403)

WELCOME TO OUR TEAM

Teddybears handbook is intended to familiarise staff members with Center policies, practices and standards. An electronic version of the handbook is available on our website at www.teddybearschildcare.com. A print copy of the handbook is available upon request.

We value close partnership and a sense of belonging with families so it is very important that we communicate respectfully with them.

OUR PHILOSOPHY

Here at Teddybears Childcare Centre (TBCCC), our goal is to provide an environment for children, families, staff members and the local community that is warm, friendly and welcoming. We seek to create opportunities where all stakeholders can share their ideas, skills, knowledge, culture, language, 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 seek 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 a child-focused program 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 develop their 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 other children, 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 about their child's learning and wellbeing
- Respecting family 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 that are committed to the wellbeing of the children are 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 an open communication 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.

HOURS OF OPERATION

We operate between 7:30 am to 6:30 pm from Monday to Friday excluding ACT public holidays. The centre will close down for about a week over the Christmas/ New Year period.

STAFFING

All staff members work different shifts on a monthly roster. It is your responsibility to know which shifts you are on. Staff photos and rosters are situated in the foyer at TBCC for information.

ROLE MODELLING AND POSITIVE RELATIONSHIPS

Being a positive role model means setting a good example in all you say and do. A child that feels loved in care is better able to get along with others. Keeping in mind how impressionable children of this age are it is our responsibility to set them on a life time of good habits.

ADMINISTRATION OF MEDICINE

If a child requires any medication during the day, a medication form must be filled and signed by the parents. Medication should be labeled and kept in its original container. It must be administered by medical officer of the relevant room, the first aid officer or director.

USE OF MOBILE PHONES

Staff may use the office phone for brief local calls during breaks or lunch time. The use of mobile phones is prohibited during work hours and they should be kept in bags in Locker/ cupboard.

It is strictly prohibited to post any information or photographs on any child on personal or public social media platforms.

REPORTING SUSPECTED CHILD ABUSE OR NEGLECT

All the staff members are required to report any suspected child abuse or neglect issue immediately to the Child Care & Protection Services. The current ACT contacts are:

During Work Hours: Child Protection: 1300 556 728 (Mandated Reporters)

1300 556 729 (General Public)

After Hours: Child Protection Crisis Line – 24 hours, 7 days a week

1300 556 729

SMOKING

Teddybears Childcare Centre is Smoke Free zone so if staff wish to smoke they should smoke at least 30 meters away from the centre and keep the area free of cigarette butts. Please use a spare shirt for that purpose, as the cigarette smell should not be detected on uniforms or work clothes. Please make sure that your hands are washed.

ANNUAL/RDO LEAVE APPLICATIONS

Requests for leave must be made in person with the Director. Centre policy allows staff to take their annual leave in broken periods.

2 weeks' notice for all Annual Leave/RDO is required. Fill out the Leave form (located in the office). The form must be signed and approved by the Director.

NON-CONTACT TIME

Room leaders will be given six hours per week to plan, research and document the programming for their room. Trainees will be entitled to some time off the floor according to their study needs.

STAFF MEETINGS

Staff meetings are compulsory and will be notified in advance. Staff members will get time in lieu or overtime for attending the meetings.

SIGN IN/OUT ARRANGEMENTS

The staff sign in/out book is located in the front office. Employees are required to sign in and out every working day including timings of their breaks.

BREAKS

Lunch and breaks are to be discussed and mutually taken according to the shift in each room. Morning & afternoon tea breaks (15 minutes paid break on the premises) are offered to all staff who work a minimum of 3 hours a day. It is advisable that at least one room leader should be present in each room at all times.

GROUP CERTIFICATE

In accordance with taxation department guidelines, group certificates are processed in the first two weeks of the new financial year. It is important to keep the office updated as to your residential address so that they can be mailed correctly.

PAY ARRANGEMENTS

Wages are paid in accordance with the Children's Services Award 2010. Wages are paid fortnightly by direct deposit into bank accounts. Pay period is Friday to Thursday. BSB and account numbers must be supplied to the office at the time of commencement. To ensure that all staff members are paid accordingly to their work hours, it is essential to sign the in/out register thoroughly each day.

OPENING/CLOSING ROUTINE AND CHECKLIST

Every day, an opening and closing routine is carried out and a checklist is completed and filed for official notification that all is checked properly. The checklist is kept in the Directors office next to the desk and at the end of the week signed off by the Director

EMERGENCY EVACUATION

In the event on an emergency, in order to ensure the safety of all children, staff, and other persons in the centre, TBCC requires all staff to be familiar with the Emergency Evacuation Plan. A detailed one is available in the Policy folder, with emergency evacuation diagrams visible in all rooms.

PRESCHOOL

We provide a walk over service to Curtin preschool for children eligible to attend. This service ensures the safety of the children to and from preschool.

DRESS CODE & HYGIENE

TBCC provides polo t-shirts and broad brimmed hats to all permanent staff. Staff members are encouraged to wear black trousers or knee length shorts. Staff must wear closed in shoes (or joggers).

Staff must dress appropriately and professionally. Ripped, torn, dirty and un-ironed clothing is unacceptable. In order to maintain hygiene requirements, hair must be kept short or should be tied at the back. Fingernails need to be short and clean to ensure hygiene and safety policies are upheld.

DISCIPLINARY PROCEDURES FOR STAFF

Any incident reported to or noticed by the Director, is discussed with the staff member involved. Depending on the seriousness of the incident, a letter to confirm the conversation, with a warning for repeated offences is given. A second letter of warning is given for any subsequent offence, then dismissal for further breaches.

CRITERIA FOR TERMINATION:

- Poor work habits, chronic lateness, careless work
- Irresponsibility (e.g. leaving children unattended, leaving dangerous substances within children's reach)
- Inability to perform tasks assigned
- Lack of patience/empathy/supervisory skills
- Unacceptable behaviour (e.g. hitting, biting, verbal abuse)
- Violation of policies (e.g. violating parent confidentiality)

STAFF APPRAISALS

Staff evaluations will be conducted annually to ensure new and current staff are clear about their responsibilities and the service's expectations. Workshops and training will be provided according to the professional development plans.

FIRST AID KITS

First Aid Kits are located in all the rooms and in the office near the office door. First Aid kits are updated monthly or earlier if necessary. A complete listing of first aid products is located in the First Aid Kit.

SICK LEAVE PROCEDURE

If you are unwell, please notify the Director on 0424 791 230 between 6:00am to 6:30am on the day so the replacement can be planned.

- A medical certificate will be required after 48 hours of absence.

COMMUNICABLE DISEASE

Any employee who contracts a reportable communicable disease that presents a health hazard to the children, their families, and all other persons will be placed on immediate sick leave. A clearance certificate will be required from a physician documenting that they are free from illness and safe to return to work.