

# Coolgardie Children's Centre

## Parent Handbook



9 Coolgardie Street  
Corrimal, 2518  
NSW

Phone: 02 42854799

Email: [coolgardiechildcare@bigpond.com](mailto:coolgardiechildcare@bigpond.com)

Website: [www.coolgardiechildcare.com.au](http://www.coolgardiechildcare.com.au)

Monday-Friday 7.30am-5.30pm

# Coolgardie Children's Centre

Welcome to Coolgardie Children's Centre. We are happy to have you join us and we hope that you and your child thoroughly enjoy your time with us.

We have put together this handbook to guide you through your child care and educational journey at Coolgardie.

Please read through this handbook carefully and feel free to ask about anything that you do not fully understand. Ensure you ask for any additional Information not provided in this handbook.

Once you have read and understood all the content please sign and date the provided document with enrolment forms.

We have an open door policy, so you and your family are welcome to visit the centre at any time.

If you wish to meet with the Nominated Supervisor or a staff member, we ask that you request a meeting time convenient to both parties.

Coolgardie follows clear and precise policies, practices and procedures. These are available in the policy folder located in the foyer. Please feel free to look and comment on our policies at any time. If you have any queries or need more information, please don't hesitate to ask.

## About the Centre

Coolgardie Children's Centre is a privately owned long day care centre. We are licensed and approved to provide care for children ages 6 weeks to school aged operating between 7.30am and 5.30pm, by the Education and Care Regulatory Services. We follow the National Laws and Regulations and comply with current standards outlined in the National Quality Framework and the Early Years Learning Framework.

The centre is opened for 50 weeks, closing for only 2 weeks over the Christmas period.

We aim to provide a safe, secure and happy environment where children can develop their individual skills to become competent and confident learners.

Our committed staff are passionate about providing high quality education and care in partnership with families. Developing meaningful relationships and a sense of belonging.

Coolgardie Children's Centre has been designed to provide a modern, functional centre with excellent bathroom and kitchen facilities and three purpose built rooms to provide the best possible environment for your child.

Each area contains carefully chosen equipment which will aid your child's development. Extensive outdoor covered areas provide an excellent place for outdoor activities, even during wet weather.

# Coolgardie Children's Centre

We have three separate outdoor play areas that have been designed to provide many opportunities for active play. These areas include a sandpit and extensive rubber soft fall areas protected by several shade sails. There is also a natural garden space with native planting, gardens and natural places to explore. There is a large wall mural in this space. Outdoor equipment is mainly of a mobile nature to enable regular changes to provide variety and interest.

## Enrolment

Expression of interest forms are available from the centre and can be downloaded from our website. When complete these will be placed in order of receipt. When a vacancy exists the waiting list will be used to identify the child of highest priority.

- Priority 1: A child at risk of serious abuse or neglect.
- Priority 2: A child of a single parent who satisfies, or of parents/guardians who both satisfy the work/training/study test.
- Priority 3: Any other child.

Upon enrolment families will be notified of their priority and advised that if the service has no vacancies and their child's position is a priority 3 under the priority of Access Guidelines, it may be required that their child leave or reduce their days in order to make a place for a higher priority child. Children of staff members will be considered a high priority.

**Court Orders** - It is important that the centre has a copy of any court orders affecting residency or custody arrangements.

Upon enrolment we require a completed enrolment form, signed acknowledgement of parent handbook, immunization history statement, birth certificate and other relevant documents.

## The Kindy Pack

"Kindy Pack's" are available to be purchased from the centre upon enrolment. This pack includes sheets designed especially for our beds, an apron and a hat. These will be your child's property and should be labelled and brought on each day of attendance. This pack will also include a once only levy for sun cream and a contribution to our online portfolio program Educa.

Purchasing the Kindy Pack is optional. If you would prefer to supply these items then payment is required for Sun cream levy and a contribution to our online portfolio program Educa only. (Refer to enrolment package for costs).

# Coolgardie Children's Centre

## What to bring

Please ensure all items are clearly labelled with your child's name.

Ensure clothing is comfortable and doesn't restrict movement or hinder toileting. Ensure your child wears everyday casual clothes that can get dirty. Appropriate footwear is required – joggers or enclosed sandals are ideal. No thongs.

To avoid disagreements, lost or broken items we ask that no toys are brought from home. The Seahorse room do have allocated news days and it is okay to bring in items in for this but they must remain in the child's bag and will only be brought out for news time. We will accept no responsibility if items are lost or broken.

We have a No Hat, No Play policy so please ensure you remember to bring in a hat every day. Hats are for sale at the centre for \$10.00.

Items to bring include:

- Bag
- Change of Clothes (weather appropriate), extra for toilet trainers.
- Wide full brim hat - We have a No Hat, No Play policy so please ensure you remember to bring in a hat every day. Hats are for sale at the centre for \$10.00.
- Nappies, at least 5 (if applicable)
- Sheet for rest time (no pillows)
- Drink Bottle (water only)
- Bottles – Milk/Formula/Breast Milk
- Paint Apron
- Comforters e.g. teddy, blanket, dummy (if applicable)

## Fees

Our full daily fee is \$100.00 per day (subject to change with notice). Child Care subsidies are available to families in most cases, which reduces the fee amount. Please contact Centrelink to apply for these subsidies.

Preferred method of payment is via direct debit, or alternatively cash. It is centre policy that all accounts to be at least 1 week in advance at all times.

It is best to make Direct Debit payments on a Monday, to ensure payment is received by centre account in time, as fees are processed on a Wednesday.

When making a Direct Debit payment please ensure your child's full name is placed in description so we can track where payment has come from.

All cash payments should be placed in the envelopes provided in the front foyer, clearly marked with your child's name, date, and amount paid, and be deposited in the fee box (red box located in Seahorse Room).

# Coolgardie Children's Centre

## Fees (cont.)

Fees are payable for each day of your child's enrolment - **including when absent for sickness, holidays, public holidays etc.** No make-up days will be offered.

Late fees will apply each week to overdue accounts - \$50 – 2 weeks  
\$75 – 3 weeks  
\$100 – 4 weeks per week

Accounts in arrears are subject to care being canceled.

## Notice of withdrawal

At least two full weeks written notice is required if your child will not be returning to the centre or if you would like to drop your child's days. If this notice is not received then two weeks fees in lieu will be charged. Full fees apply if your child does not attend on the last day of notice as CCS is only applicable from the last day of attendance.

## Staff

Our staff has a great variety of qualifications and many years of experience. Information about each staff member (including qualifications) is displayed and available at the centre. All staff are required to hold a current Working with children check, First Aid Certificate, CPR, Anaphylaxis and Asthma Management. It is the Centre's policy that all staff are involved in regular in-service training courses so that they remain familiar with current happenings in child care and continue to add to their professional development.

## Settling In

The process of 'settling in' varies from child to child. Some children settle immediately and others find the transition more difficult.

Prior to starting familiarise your child with the environment, staff and other children with visits to the centre. Talk with your child at home about the centre and what will happen during the day. Short days may assist in the settling in period, if possible. Your child can bring along comforters e.g. teddy, blanket to support separation and settling. Upon enrolment provide staff with information about interests and routines at home.

Generally it is best to stay with your child for a short time, say goodbye, reassuring them that they will be okay and that you will be returning.

Try not to be too upset if your child is distressed when you leave/this usually lasts a very short time). The staff are used to this and are very experienced at providing comfort when needed.

Please be assured that we understand your concerns and are quite happy for you to check your child's progress by phoning the Centre at any time.

# Coolgardie Children's Centre

## Daily Arrival and Departure

For safety and security reasons, and as a regulatory and Government requirement, ALL children must be signed in on arrival and out on departure on the kiosk. The kiosk will record your child's attendance times. No child will be allowed to leave with a person not authorised on the enrolment form as an emergency contact, unless prior arrangement has been made with the Nominated Supervisor. Parents and each emergency contact will have their own log in details for the kiosk.

Each family will also be given their own security door code. Please do not share this code with anyone. Anyone without a code must ring the doorbell and a staff member will come to assist them. Please ensure the door is not left open at any time to allow any unauthorised people to gain entry.

Ensure you apply sunscreen to you child prior to attending. Sunscreen is also available on the shelf on back veranda. Staff will reapply throughout the day.

Assist your child to wash their hands upon arrival and departure.

Place your child's bag in an empty locker and attached their name to the front.

On arrival - Please let a staff member know that your child has arrived.

On Departure - Please let a staff member know that you are collecting your child.

We are only licensed to have children in our care from 7.30am to 5.30pm so children can only be dropped off and picked up during these times.

If, for some reason, you will be late picking up your child please ring the centre and inform the staff as soon as you can. This enables staff to prepare both themselves and your child for your late arrival.

Late Collection fees will apply for any child collected after 5.30pm, of \$1.00 per minute with a minimum of \$15.00. If not collected or contact made by 6pm then Protective Services/Police will be contacted.

## Meals

All food is catered for so parents are not required to supply food. Morning and afternoon tea will be provided by the centre and will consist of fruit and vegetable platters and additional extras. Lunches are catered by Kids Gourmet Food and are delivered fresh daily. These hot nutritious meals are pre prepared and are heated at the centre.

Menus are displayed in the foyer.

All menus follow the guidelines of the New South Wales Department of Health.

Drink bottles must only contain water and milk is served throughout the day.

Children with allergies are also catered for with meals specially prepared in the KGF commercial kitchens. On enrolment you must notify us of any allergies to ensure your child's individual needs are catered for. Additional forms will need to be completed in consultation with parents/medical professionals.

# Coolgardie Children's Centre

## Meals (cont.)

As we have several anaphylaxis children enrolled at the centre we are Nut Free and Egg aware. Cake can be brought in for your child's birthday but this must be arranged with staff prior to the day.

## Guidance and Behaviour Management

Coolgardie Children's Centre has developed a behaviour management policy which is available in the policy book at the Centre.

We role model acceptable behaviour and children are given positive guidance with clear instructions and well-defined limits. Staff therefore, ensure that children understand what is expected of them and continually praise children's efforts to behave appropriately.

## Health Policies

**(for full details please see policy folder)**

Coolgardie strives to provide a healthy and safe environment for children, staff and families.

The centre requires an up to date immunisation history statement for your child. Parents can download this from Medicare or their MyGov account. It is the parents responsibility to provide an updated record each time your child has an immunisation shot.

If your child has Asthma, Anaphylaxis or Allergies an action plan needs to be provided. These need to be completed in consultation with a medical professional and must be updated every 12 months. A risk minimisation plan will be completed by parents and staff. Epi Pen, asthma or allergy medication must be brought each day your child attends or can be kept at the centre. It is the parents responsibility to ensure the use by date is not exceeded at all times

Infectious Disease - for the safety of children, staff and visitors the centre must be informed if any child is exposed to any infectious disease.

If a child has an infectious disease they must be kept away from the centre until the required time of isolation has elapsed and a doctor's clearance is presented identifying the illness and date of return.

The Department of Health Guidelines on infectious diseases are followed strictly and exclusion times are listed in the centre's health policy.

# Coolgardie Children's Centre

## Health Policies (cont.)

(for full details please see policy folder)

Medicine - The centre is unable to administer medicine unless prescribed by a doctor. Any such medication should be given to a staff member in its original container stating the doctor and child's name, dosage and frequency. Parents must complete a medication form each day that medication is required. All medication will be stored in the kitchen (if refrigerated, in a locked container) and it is the parent's responsibility to collect it at the end of each day.

The child must have been on the medicine for at least 24hours and meet all other inclusion criteria in order to attend.

Sickness - In consideration of all children and staff at the centre sick children should not attend until they have recovered sufficiently to take part in all normal activities. Parents will be notified if the staff consider that a child is not well enough to be at the centre and such children must be collected promptly by a parent or authorised person. A copy of the full health policy will be distributed to parents on enrolment and should be kept for future reference.

Exclusion - For the well-being of all we have a minimum 24hour exclusion policy for illnesses. You may be asked for a medical clearance letter if your child has had a contagious illness or suspected contagious illness in order for your child to return to the centre. We refer to the Staying Healthy Guidelines to minimise the risk of infectious diseases at the centre. Details are provided in our policy documents.

## Safety and Emergency Procedures

The centre has many policies and procedures in place for ensure we are able to provide a safe environment. We complete safety checklists regularly and the children are regularly 'reminded' and educated about safety and emergency procedures.

Please let us know if you see something that concerns you regarding safe work practices, safety of building and equipment or general OHS issues.

**Fire and emergency evacuation drills** - are conducted on a regular basis as are anaphylaxis and lock down drills. These procedures are displayed in each room at the centre.

**Accidents** - If your child has an accident at the centre, an Illness and Accident form will be completed and you will be notified by phone (if necessary – see policies) and upon collection. You will be required to sign the form and you will be provided with a copy of the report.

# Coolgardie Children's Centre

## Safety and Emergency Procedures (cont.)

**Centre Safety** – Car parks can be dangerous so please ensure you hold your child's hand. Do not leave children unattended in cars whilst dropping off or picking up other children. Never leave any door or gate open at the centre. Notify staff of your child's arrival and never leave a child unattended in rooms. Children are not permitted in the kitchen, laundry or staff room areas.

## Volunteers and Students

We have regular visits from University and Tafe students, volunteer workers and high school work experience students. Students work alongside our trained staff to gain valuable experience in the childcare industry. We welcome these visits and they are greatly enjoyed by the children. All who attend in this capacity are interviewed to assess their suitability and working with child checks are completed, where applicable.

## Excursions and Visitors

We organise many special events throughout the year to enhance your child's experiences at the centre. Many educational incursions are booked and attend the centre. We also have many visitors from our families and the local community. We also organise some excursions throughout the year, where the children go out in the community to visit places such as the local schools, parks etc. Permission notes and risk assessment plans are completed prior to these external excursions and parents are invited to come along. (Please see Special Events calendar provided on enrolment. A special Events payments to be made yearly to cover these costs)

## Parent Involvement

Coolgardie Children's Centre welcomes parents participation in the care and education of their children.

We value parent involvement and input in all aspects of the centres operations.

During the year we organise many special events when family members are invited to join the children e.g. grandparents day, parent helper days, mothers and fathers day afternoon teas etc.

The centre has an "Open Door" policy and you are welcome to visit at any time. Please let the staff know if you have any skills that you would like to share us e.g. cooking, singing, music, dance, language etc.

# Coolgardie Children's Centre

## The Centre's Programs

The centre has an Educational Leader who, with the Nominated Supervisor, is responsible for ensuring that our programs meet the needs of each child.

Programs are planned after careful observation of each individual child and with the centre's Philosophy and Statement of Principles in mind. Activities follow the interests of the children, are play based, fun and engaging.

The children are provided with a variety of activities and experiences which encourage their development in all areas. The centre activities and programs support the Early Years Learning Framework which aims to achieve all aspects of "being, becoming and belonging" for each child.

Developmental records are kept on each child and these allow staff to program for each child's individual needs.

Please feel free to discuss any aspect of your child's development or the centre's programs at any time with staff.

Staff will develop a "Learning Journal" for your child whilst at the centre and this will be available for you to access online at any time. You are also able to give feedback via the Educa program and this is of great value to all..

## Communication

We have many types of communication we use for families in the centre as everybody has different communication styles, times restraints etc.

- Face to face verbal interactions at arrival and departure.
- Staff/parent meetings at time appropriate for both parties
- Online program Educa used for messages, newsletters, sharing information, daybooks, observations etc.
- Diaries in each room
- Daily communication charts
- Noticeboards
- Parent policy noticeboard
- Social Media
- Suggestion Box
- Surveys/Feedback sheets
- Email
- Special Events Calendar
- Parent pockets

All information received will be confidential and treated with discretion

# Coolgardie Children's Centre

## Communication (cont.)

Each room also has a parent diary for communicating with staff as well as the main diary in the foyer. Please use these to record anything about your child that you think may be helpful to staff.

If for any reason you have any queries or concerns please let us know immediately. You can discuss this verbally with the Nominated Supervisor or via email or phone. Your feedback is important to us.

## Our Philosophy (updated January 2019)

The philosophy of Coolgardie Children's Centre is to ensure that quality childcare and a stimulating environment are provided whilst catering to the individual needs of all children. The well-being of each child is our priority.

All children will be provided the opportunity to develop in relation to the learning outcomes of the Early Years Learning Framework (COAG 2009) and within the guidelines of the National Quality Framework. Our programs provide a balance of indoor, outdoor, active and passive experiences that encourage self-help and a sense of achievement in daily routines.

The centre aims to extend and enrich children's experiences and learning from birth to five years and through to the transition to school. In doing so we embrace the concepts of "being", "belonging" and "becoming" as milestones in each child's development as they connect to and contribute to their world.

At Coolgardie we believe in interest based learning. Our centre programs are developmentally appropriate and play orientated. Experiences cater to the current interests and abilities of all children. This assists in empowering children to view themselves as successful, capable and competent learners.

We recognize the importance of play and the acceptance of diversity. We encourage children to develop meaningful relationships through respect and acceptance as we work towards building the self-esteem and independence of all children. Educators practice sustainability as they encourage children to care for their environment

We believe that if children are to become long term, independent learners and effective communicators the environment must provide the opportunity for all children to be self-thinkers and to feel valued. Children are respected for their contributions which encourage confidence and a sense of belonging to our centre community and the community in general.

# Coolgardie Children's Centre

## Our Philosophy (cont.)

Our aim is to build effective partnerships with families and the wider community. We recognize that children, families, staff and the community deserve consistency, equality, support, respect and confidentiality in all matters including culture, beliefs, values, health and security. We believe that staff and families need to collaborate to ensure the best start for each child. We encourage participation in our activities and our decision making regarding evaluation, review of policies and procedures, programs and planning, routines, activities and the sharing of details regarding the child's home life. The centre recognises the importance of early childhood education as the foundation for life-long learning and embraces the concept of genuine trusting relationships between families and staff.

### Early Years Learning Framework Outcomes

- Outcome 1 Children develop a strong sense of identity**
- Outcome 2 Children connect to and contribute to their world**
- Outcome 3 Children develop a strong sense of well being**
- Outcome 4 Children are confident and involved learners**
- Outcome 5 Children are effective communicators**

### STATEMENT OF PRINCIPLES

To help us to develop according to our philosophy we have devised a variety of programs, activities and conditions based on our principles and following the guidelines of the 2009 Early Years Learning Framework and the National Quality Framework.

We offer

- structured and flexible programs following the interests of the children,
- a stimulating and productive environment with the opportunity for play based learning
- an accepting attitude and a non-biased approach to activities
- an active interest in all cultures and cultural needs,
- a balance of indoor and outdoor experiences and the opportunity for both active and passive play
- the opportunity of "being, belonging and becoming"
- encouragement in developing a nutritious diet.
- Support and appreciation of the family needs.
- Interaction with the local community and community members.
- the development of a Learning Story of each child's preschool life.
- the opportunity for visiting groups through our annual calendar of community visitors
- the benefits of networking with local schools
- walking excursions to local schools in the preschool year
- the opportunity for all children to actively participate in caring for the environment and contributing towards a more sustainable world.

Through continual observation we monitor your child's development and all staff members work together to ensure that Coolgardie Children's Centre provides a happy, safe and rewarding experience for all children.

# Coolgardie Children's Centre

## Conclusion

Suggestions and comments regarding our centre are most welcome. If you have any problems, or wish to discuss any aspect of our centre please contact any staff member.

If you would like to share a skill or some time with the children at the centre please arrange this with an educator in your child's room.

We look forward to a happy and rewarding association with you and your family and we feel confident that your child's time at Coolgardie Children's Centre will be enjoyable for all concerned. Please feel free to visit at any time.

Thank you for choosing Coolgardie Children's Centre to care for and educate your precious child. We look forward to working with you as we watch your child grow, develop and learn. We hope you and your child find Coolgardie to be a place where you feel happy, safe and secure, and positive relationships are developed.

***Management & Staff Coolgardie Children's Centre, Corrimal***