

JUBILEE CHILDCARE



FAMILY HANDBOOK

“OCCYS PLACE”
A PROGRAM OF JUBILEE COMMUNITY SERVICES
INC.

Jubilee Childcare PHILOSOPHY

Jubilee Childcare believes a strong sense of community is vital within a child care environment. We aim to promote a sense of community in every day practices using a holistic approach that caters to the needs of all children, parents, families, educators and the community that come into contact with our service.

Our belief is that each child has the right to belong as we act to embrace each child's uniqueness allowing them to express their ideas, creativity and feelings freely. The staff ensure that children are treated as individuals and are encouraged to use their own voice as each voice is heard and supported.

We aim to provide a welcoming/flexible environment which adapts and changes reflecting the interests and needs of the children. We believe in an environment which provides a feeling of safety and security where every child is nurtured and valued. We encourage children to show respect for their environment and recognise their impact on the world around them.

We promote and support children's voices into the curriculum by providing an interest based program which is flexible and changes with the needs and interests of the children.

We believe relationships between families and educators play a fundamental role in the children's growth and development.

We encourage positive relationships and work collaboratively with parents/guardians to promote positive education and care.

We welcome ongoing exchange of information, welcome parent/family participation, input and voices into our programs and practices.

We believe children learn best through free play as it develops their own independence and sense of autonomy. Our educators encourage and support the children whilst putting an emphasis on making learning fun.

JUBILEE COMMUNITY SERVICES INC'S. VISION STATEMENT

- To be part of the community and known for the services and assistance provided.
- To consistently serve those in the community who are in need.
- To run the centre efficiently so that the services can be maintained to the community.

THE CENTRES CONTACT DETAILS ARE

Address : 2b – 2c Boundary Road, Mortdale 2223
Postal Address : PO Box 195, Mortdale 2223
Phone : 95801414
Fax : 95796194
Hours of Operation : Monday – Friday, 8:00am-5:00pm
Email : occys@jubileecs.org.au
Website : www.jubileecs.org.au

ABOUT JUBILEE CHILDCARE

Our Centre provides high quality care for children aged from 6 weeks – 5 years, offering a developmentally appropriate program aimed at all ages and abilities of the children at the Centre. We cater for up to 28 children each day. The Centre is open during all school holidays except for 3 weeks over Christmas and New Year, and is closed on all public holidays.

Our Centre offers a preschool program to all children over the age of 3 to prepare them for school, it meets all requirements set by primary schools.

Jubilee Childcare is a program of Jubilee Community Services Inc. which is a Community Service Organisation providing a variety of services in the areas of Information and Referral, Child Care, Aged Care and Family Support.

STAFFING

We have 4 staff open and close the center every day, which follows the staff to children ratios set by the 2016 Education and Care Services Regulations. The Director and Assistant Director have appropriate child care qualifications and work as a team to provide an environment of high quality care for your child, therefore creating a harmonious, caring and friendly environment for the children. All staff are qualified with a minimum of a Cert 111 in child care, with current First Aid Certificates and have a Working with Children Check.

OUR TEAM OF EDUCATORS

Operations Director:	Georgia Dimitriou (Educational Leader)
Early Childhood Teacher:	Liz & Tonia
Educators:	Rebecca Oya Casey

REGULATIONS AND FRAMEWORK

Our Centre complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (or other Approved Framework) and the National Regulations (Education and Care Services National Regulations). It enables Educators to use an approved learning framework to ensure children develop the skills they need for their personal growth and development. A copy of the regulations, framework and the Quality Improvement Plan are available in the office area for you to read.

Our Centre 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 NSW.

PRIORITY OF ACCESS

Our Centre provides the priority of access guidelines set down by the Federal Government to ensure that care is available for families who require that care, based on work and study commitments.

The guidelines are as follows:

- Priority 1 is given to children at risk of serious abuse or neglect.
- Priority 2 is given to children of a single parent who is, or of parents who are working, studying, or undergoing training, either full time or part time.
- Priority 3 is given to any other child.

Please refer to our Enrolment Policy for more information about the Department of Family and Community Services and Indigenous Affairs, for priority of access.

AUTHORITY TO COLLECT YOUR CHILD

If you are unable to collect your child from the Centre, it is very important to notify the staff, so that they are aware of who will be picking up your child. Only the contact people on the enrolment form who are listed as contacts authorised to collect your child will be allowed to collect your child. Alternative arrangements must be communicated in writing to the Director. It is the policy of Jubilee Community Service Inc. that under no circumstance are children who attend the Centre to be picked up or dropped off by, any staff member or volunteer, working at the Centre.

NOTIFICATION OF ABSENT CHILDREN

It is important to notify the staff if your child will be absent. An answering machine is in operation during the hours the Centre is closed, so please leave a detailed message. At times, the staff are busy attending to the needs of your children so if you ring during operating hours and staff cannot answer the phone, please leave a message and a staff member will contact you, if necessary.

FEES

Registration : \$75.00 per child, per year (Includes sun hat). **Nonrefundable.**

Bond : 2 weeks fees in advance. E.g. full care (5 days a week) would require a \$1,050.00 bond, one day a week would require a \$210.00 bond.

Daily rates : \$105.00 (8:00am – 5:00pm).

- A direct debit for your registration and bond fees will be taken out of your account on your child’s first week of attendance. Or prior with arrangement to secure a position.
- Please remember that there is a 72c charge when payment is taken out via direct debit from your account. Credit cards attract a 1.76% surcharge. We do not accept Diners or Amex cards.

BOND

Upon commencement, a bond payment will be charged along with the annual registration fee. The registration payment is nonrefundable if you choose to withdraw your child prior to the commencement date.

The bond will be applied to fees payable or refunded upon withdrawal, provided the required notice (2 weeks) in writing is given and fees are up to date. Where an enrolment is terminated due to non-payment of fees, the bond will be applied to outstanding fees. If a family leaves without giving the required notice period, the bond will be applied in-lieu of notice. Any balance of fees in credit will be refunded to the family after CCB and CCR (if applicable) has been finalised. Bonds will be adjusted during a child’s placement whenever a permanent booking is changed (cancellation of/or additional day), e.g. for each extra day booked per fortnight on a permanent basis, an extra \$105.00 will be charged and added to the bond already taken.

CHILD CARE BENEFIT (CCB) & CHILD CARE REBATE (CCR)

A family subsidy (Child Care Benefit) is available from the Family Assistance Office (FAO). The Family Assistance Office will assess parent’s 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. Every family regardless of their income is entitled to this assistance. 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”. For further details please speak to our Coordinator or contact FAO on 13 6150.

FEE PAYMENTS

All families must pay fees using direct debit, which is set up at the time of enrolment, either by from a bank account or credit card. The direct debits are processed each fortnight on a Thursday. Statements are emailed on the Thursday for you to know the amount that will be direct debited.

If you have insufficient funds for the direct debit you will have 7 days to pay the full amount of fees outstanding into Jubilee Community Services Inc.’s bank account, otherwise you will instantly lose your permanent booking and will need to re-apply. The Director will provide you with bank account details. No cash will be taken.

CANCELLATION OF A BOOKING

If you need to terminate your booking, we will require two weeks’ notice in writing, an email is acceptable occys@jubileecs.org.au .

LATE COLLECTION OF YOUR CHILD

If your child has not been collected by 5.00pm, staff will then take the following steps:

- Every effort will be made to contact the parents.
- If unsuccessful, the emergency contact numbers supplied by the parents will be contacted.
- If at 5:30pm no contact has been made, the staff will contact the local police and Community Services NSW. See Arrival and Collection 2015 Policy.

LATE FEES

Late collection will attract a late fee, no exceptions.

LATE FEES FOR PICK-UPS AFTER 5.00PM	FEE
5.00 - 5.15 pm	\$15.00
5.15 - 5.30 pm	\$30.00
5.30 -5.45 pm	\$45.00
5.45- 6.00 pm	\$60.00

The Centre closes at 5.00pm so parents need to collect their child and their belongings prior to 5.00pm as it is crucial that staff / child ratios are maintained at all times which is also a licensing requirement. Late fees will be added to the direct debit fortnight ending.

ARRIVAL AND DEPARTURE

On arrival please:

- Sign child in on attendance sheet, located on foyer table.
- Place water bottles on the trolley.
- Place child’s bag in allocated locker.

- Do not let children walk in alone, but take them to a staff member and advise them of their arrival.
- Place sunscreen on your child if you haven't already done so at home.

On departure please:

- Advise staff you are taking your child.
- Take your child's belongings.
- Sign child out on day list (both time and signature is required).

THINGS TO REMEMBER TO BRING

Please ensure all belongings are labelled.

- Child's bag.
- Spare winter and summer clothing including socks.
- Water bottles.
- Comforters e.g. dummy, sheet/blanket, cuddly toy.
- Sleeping Sheets- 1 x flat and fitted sheet in a labelled pillow case. Standard cot sheet fits all bedding.
- Morning tea, lunch and afternoon tea. All egg and nut free.

OCCY'S DAILY ROUTINE

Please note babies/infants will have their own daily routine based on their individual needs/requirements.

Parents of babies/infants need to complete a daily routine/communication chart on the day of attendance and inform staff of any other relevant information.

8.00-8.30	Free play, both indoors and outdoors.
8.30-9.30	Structured learning activities.
9.30-10.00	Nappy change time and group time.
10.00-10.30	Morning Tea.
10.30-11.30	Free and structured learning experiences.
11.30-12.00	Nappy change time and group time.
12.00-12.30	Lunch time.
12.30-2.30	Rest and sleep time for children and preschool program for older children.
2.30-3.00	Nappy change time and indoor play.
3.00-3.30	Afternoon tea.
3.30-4.30	Free indoor or outdoor play.
4.30-5.00	Nappy change time and final group time.
5.00pm	Centre closes.

All children are required to have a rest for 20 minutes before engaging in quiet activities and/or preschool program.

NUT & EGG FREE CENTRE

There are some children who attend the Centre who have Anaphylaxis which is a severe allergic reaction involving the respiratory tract or several bodily systems at the same time. The reaction can be life threatening. We ask that families do not send nuts or nut products (peanut butter, nutella, muesli bars etc.), eggs or egg products to the Centre.

DRINKS

Drinks are to be milk or water only. Babies' bottles will only be heated once, unless instructed otherwise by the parent/carer.

SUN SMART REQUIREMENTS

Part of the Centre's licensing requirements is to ensure that the children have sufficient shading. The Centre follows the sun smart requirements. The Centre provides each child with a sun smart compliant sun hat which is clearly labelled and is situated in the hat box located near the back sliding door. Children must wear sandals or shoes- no thongs. Children on the hottest days must wear sleeved shirts, no singlets. Sun screen is applied twice daily before outside play.

PERSONAL POSSESSIONS

Please do not allow your child to bring valuable or aggressive toys to the Centre, such as guns and swords. If they are brought to the Centre, staff will put the toy into your child's bag. Parents must ensure that all their child's belongings are clearly labelled, as staff assume no responsibility for children's clothing, toys, lunch boxes or any other possessions.

LOST PROPERTY

There is a lost and found basket located in both rooms in the cubes under the sign in and out sheets, all items that are left behind or not labelled will be placed in this box. All items in the box will be donated at the end of each month if not collected. Ensure that you label everything that belongs to your child. We will try our very best to send belongings home can only do this if they are clearly labelled.

ART/PORTFOLIO

Childs portfolios contain photos, achievements/observations/individual and group experiences and artwork. The Portfolio can be viewed at any time and can be taken at the end of the year.

FAMILY/STAFF COMMUNICATION

Please feel free to discuss with the Director or Educators any concerns you may have regarding your child. All matters discussed will remain confidential. If you have any other concerns/complaints, the following procedure must be followed:

- Talk to the Director about issues of concern/complaints.
- Talk to the Jubilee Community Services Inc.'s. General Manager on 9579 6322.
- Submit your concerns/complaints in writing and forward it to the General Manager of Jubilee Community Services Inc. to P.O. Box 195, Mortdale, NSW, 2223.
- Contact our regulatory authority –
NSW Early Childhood Education and Care Directorate
Department of Education and Communities
www.det.nsw.edu.au
1800 619 113, ececd@det.nsw.edu.au
Locked Bag 5107 PARRAMATTA NSW 2124.

NOTES TO PARENTS

Parent newsletters are emailed on a regular basis with up to date relevant information for parents/carers.

HEALTH & HYGIENE

The Centre 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. **NO CHILD will be admitted with obvious signs of any contagious infection or illness. Our policy states the incubation period, symptoms and exclusion periods of such diseases. Children who are not immunised will not be allowed to attend the Service.**

EXCLUSIONS

Children are excluded from the Centre for 24 hours if they have had any of the following:

- High temperature
- Vomiting
- Diarrhea

IMMUNISATION

Under the NSW Public Health Act 2010, parents must provide an Australian Childhood Immunisation Register (ACIR) Immunisation History Statement (that shows a child is up to date), or an Immunisation History Form IMM13 (that shows a child is on a catch-up schedule) or an immunisation exemption form. This information is used to identify and exclude children from child care if there is an outbreak of a vaccine preventable disease. **Parents of children who do not provide the appropriate documentation will not be able to enrol their child in child care.**

MEDICATION

Educators at the Centre will administer only prescribed medication. Parents must ensure that the correct details are on the label and the use by date is current. Parents must inform the Educators your child requires medication and a medication form must then be completed by the parent.

Unless the medication form is completed, staff at the Centre will not administer the medication.

IMPORTANT: Please do not leave medication in your child's bag

ILLNESS OR INJURY

Should your child feel unwell, every effort will be made to make your child comfortable until you arrive to pick up your child. Should they have a temperature exceeding 38.0 degrees, you will be contacted in order for your child to be collected immediately.

Paracetamol will only be administered if your child has a temperature of 38.5 degrees with a call to the parent at the time of the temperature. Paracetamol will not be given for any other reason.

On Enrolment, an agreement has been obtained in writing from the adult responsible for the child, to allow the Director to seek medical attention if required. In the event of an incident, all Educators hold current First Aid certificates and will assess the situation/incident. If it is minor, the injury will be treated, or if that staff member is in doubt, the doctor/ambulance will be called and the parents contacted immediately.

Details of all incidents/trauma/injury/ illnesses will be recorded in the Medical report and a copy of this will be sent home for the Parents/Guardians record. A signed copy will be kept in a confidential file for the Centre records.

POLICIES AND REGULATIONS

A policy review will take place throughout the year. You will find a policy available for viewing each week and your feedback is greatly appreciated.

SMOKING

The Centre and all surrounding areas are a smoke free zone.

FAMILY SKILLS, INTERESTS AND TALENTS

We welcome and encourage the involvement of all parents/families in our Centre. 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 busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

YOUR OCCUPATION OR HOBBY

You are the most important person in your child's world so we would like to encourage and welcome all parents to the Centre to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Centre. We use information that has come from discussions about occupations and hobbies in our programming and the ideas explored from parent talks can last for weeks.

YOUR HOME CULTURE

Your home culture is most welcome in our Centre. We would greatly appreciate if you were able to share with our Centre aspects of your culture and family life. This would assist us to enrich the lives of all our families and children. Please tell us what you can offer and your availability to Director.

SUGGESTIONS

Parents are welcome to visit or call the Centre at any time. If you have any suggestions or ideas on how we best can work together please let us know.

Welcome to Jubilee Childcare.