



# Parent Handbook

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# Philosophy Statement

At BVCK we believe that all children are unique. We believe in encouraging and supporting all children's individuality, their needs and self-development by providing children with positive and loving interactions that role model respectful and inclusive behaviour.

BVCK strongly supports the Reggio Emilia theory that children learn through play, by providing children opportunities to engage in curious investigative play within their surroundings; this allows Educators to use the environments as a "third teacher" promoting creativity, thinking and problem solving skills, questions, experimentation and open-ended play (Reggio Emilia, 1963).

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## Acknowledgement of Country

We acknowledge the traditional owners of the land we are on and pay our respects to their Elders past and present, and extend that respect to other Aboriginal people who are present today.



## Childcare

Childcare is available for babies and children from 3 months to 5 years of age for full time, part time and casual care.

As per the Priority of Access Guidelines set by the Australian Government, places will be allocated to families according to the following priorities:

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

Within these main Priority categories, priority should also be given to children in

- Aboriginal and Torres Strait Islander families
- Families which include a disabled person
- Families on lower incomes
- Families from culturally and linguistically diverse backgrounds
- Socially isolated families
- Single parent families

- **If a place is not immediately available to the families, they will be put onto a waiting list. Once entered onto the waiting list, it is desirable for the family to contact the centre on a regular basis to confirm their continued wish to remain on the waiting list. When a place becomes available the Director will contact the family and the enrolment will proceed.**

# **Childcare Opening Times**

Monday to Friday 7am to 6pm

<b>Session Times</b>	<b>Morning</b>	<b>Afternoon</b>	<b>Full day</b>
Monday to Friday:	7am to 1pm	1pm to 6pm	7am to 6pm

BVCK is open every day except for Public Holidays and the 2-week Christmas/New Year closure period, exact dates of which will be given by mid-November.

## **Special Services**



Access to Special Needs services (DECS and Inclusive Directions etc.) is available through the Centre in the forms of speech pathology, psychology, behaviour guidance and other services in response to your child's needs.

## **Fees**

Fees are determined by the Committee and submitted to the Commonwealth Department of Family and Community Services. As we are a community-based, not-for-profit Centre, with no government funding, the fees collected are to cover all operating costs including staff salaries, resource and building maintenance, and utilities.

It is vital that fees are paid regularly and on time, as Late Payment Fees will be added each week when fees are outstanding. Please see the separate Fee Policy and Fee Agreement included in the enrolment package.

Most families will be eligible for financial assistance (CCS– Child Care Subsidy) from the Federal Government through Centrelink. CCS entitlements reduce weekly childcare fees. All CCS payments are paid directly to the centre and are taken off families fees.

-  **From January 2016, to be eligible to receive the Child Care Subsidy, parents will need to be up to date with all immunisation requirements.**
-  **Families will need to provide a copy of their child's immunisation records upon enrolment, you can get a copy from your MYGOV account under the Medicare link**

You must provide the centre with your Customer Reference Number and one for each of your children to enable your childcare usage to be linked to your Centrelink account; you must also activate your child's enrolment on the MyGov/ Centrelink website for CCS to be paid.

Phone Centrelink: 136150 for assistants with your entitlements

## The Great Revival shop

For those of you who don't know what the GRS are about, let me explain....

One of our major supporters without whom we would not be here today, is the Great Revival Shop, they have been our major benefactor for over 28 yrs. GRS are a not for profit Op-Shop situated in the Kavel Arcade in Tanunda who make donations of money every two months to not only our little not for profit centre but also other great community organisations in the Barossa area. Without this relationship our Centre would most certainly not have made it through some tough times, their donations have helped us buy play equipment, make building improvements and assists us in buying general materials for the centre and we are so very grateful for their ongoing support.

And so, to give support back to them, BVCK provides GRS with a volunteer once a month from one of our lovely families or even grandparents of children who attend our centre. The volunteer is provided with 1 free of charge" slot for 1 child to attend care whilst the volunteer helps out at the GRS shop from 9.30am to 12.30pm on a Wednesday.

If you are interested and you like finding unique items at op shops, Give Cloudy Davey, our GRS rep a call on 0427 420 726 or alternatively let Kia know and she can pass your details on.



### **Fee Policy**

#### **Administration Fee**

An administration fee of \$75 will be charged to your account per annum in July. This covers the cost of invoice statements and all other administration cost throughout the year, plus a BVCK bucket hat which is supplied to your child upon enrolment.

#### **Half day booking**

- Fee of \$72 for a half day booking

#### **Full day booking**

- Fee of \$120 for a full day booking

#### **Public holidays**

- Public holidays are charged at the regular fee rate, families are still eligible to receive any CCS they are entitled to on these days.

### **Late collection fee**

- Fee of \$15 for up to 15 minutes late
- Fee of \$30 for 16 to 30 minutes late

\*Note – Children must be collected by end of session time or late fee will be charged

### **Absenteeism**

If your child does not attend a booked session, an absent fee will be charged to your account. Two weeks' notice must be given via notice of cancellation / extra bookings request form for your account not to be charged for the full fees applicable.

### **Permanent Booking Holding Fee**

- All permanent bookings that are cancelled with two weeks' notice will be reduced to 50% of the normal rate. If less than two weeks' notice is given, the booking will be considered absenteeism and will be charged at the full rate.

Planned absenteeism, particularly during holiday periods, at a “no fee” rate, results in significant costs that BVCK as a not-for-profit centre cannot absorb. The reduced rate not only assists with the centres costs but it also guarantees your child's ongoing place at the centre by holding it open. This policy is in line with accepted industry standards and helps the centre to meet growing costs of providing childcare

## **PAYMENT OF FEES**

Fees are charged on a weekly basis; Tax invoices are emailed out to families (using the email address provided on the enrolment forms) for the previous week's bookings each Wednesday.

\*Account statements can be provided to families upon request.

Full payment of fees is required on a fortnightly basis unless alternative arrangements are made with the Director.

- 🚩 If your account is in arrears of 28 days or more, BVCK reserves the right to cancel your booking until the account is paid.

Payments can be made as follows:

- Direct deposit  
Account Name: Barossa Valley Community Kids  
BSB: 035 079  
Account Number: 10 6835
- Cash or cheque paid directly to staff at the centre. Please note BVCK does not carry a float for cash payments so change cannot be given.

If you are unable to meet these requirements, you will need to contact the Director on 08 8563 0030 to discuss your situation, prior to the due date of your account.

**Continued non-payment of your account could jeopardise your child's placement at the service.**

## **NON-PAYMENT OF FEES**

Families who have fees outstanding for 28 days will receive a statement and letter requesting immediate payment of the account or cancellation of bookings will occur. A \$2.00 administration charge will be incurred.

Following further non-payment of fees owed to the service over 28 days, a letter will be sent to the family advising that their children's attendance is cancelled until ALL OUTSTANDING FEES ARE PAID.

If on a second occasion a family allows their account to become overdue over 28 days, without negotiation, the children will be permanently excluded from the service. Accounts will then be passed on to debt collection. Any expenses incurred for debt collection will be passed on to the applicable account.

### **Emergency bookings:**

In the event of an emergency, the centre Director can decide to take 1 extra booking above the licenced places of 28 children (Emergency Spot), to ensure the safety and wellbeing of the child whose family is asking for an emergency booking, this is at the discretion of the Director.

The "Emergency" details may include but are not limited to: Medical Emergency, Accidents, instances where there is no other person to care for the child and the parent is legitimately unable to care for their child, child at risk.

This "Emergency Spot" is unique to BVCK and may vary at other childcare services, ask the centre Director what their policy is on Emergency spot

### **Staffing**

The Centre's most valuable resource is the staff team who have a range of qualifications and experience in working with your children. BVCK Educators responsible for supporting the development of the whole child within the framework of the family and the community.

The adult/child ratios required by the Department of Licencing and Standards will always be maintained.

Ongoing professional development for staff is actively encouraged, and regular relievers are employed whenever possible to provide continuity and stability for children, staff and families.

### **Centre Management**

The Centre is managed by the Committee which is made up of parents and staff from the Barossa Valley Community Kids.

The Committee receives reports from the Director, Assistant Director, Finance Committee, and staff. The Committee makes decisions about financial management, accreditation, OHS&W, development of outdoor learning areas, and maintenance of the building and grounds. It also has an important role in developing and continually reviewing the Centre philosophy and policies.

To join the Committee please see the Director or any member of the current Committee and they will be happy to give you more information.

## **Enrolling and Settling In**

We encourage all families wishing to enrol their child to arrange for an induction with the Director who will then show you around the centre and explain all functions, routines and policies. You will have the opportunity to ask any questions and you are invited to spend time with your child in the Centre and meet the staff before your child starts childcare.

It will help your child and the staff if you share your child's special routines, comforters, food, preferences etc. when enrolling.

You must inform the Director when enrolling about any allergies, asthma, etc. and the appropriate management strategies.

It is often an emotional time for children and parents to adjust to a new environment and even if things appear to be going well, your child may feel uncertain and also very tired for the first few days or weeks at the Centre. It may help your child to settle in if you can stay for a while, even if the time spent with us initially is short – although we understand this may not always be possible.

## **Arrival and Departure**

### **On arrival**

We ask you to bring your child to a staff member so that they can be greeted. Please say "Goodbye" to your child even if this is difficult for you. It is important that your child knows that you are leaving and that you will return.

We are here to help you should you need help at separation time so please:

- Sign your child in on the Tablet provided the foyer and also on the attendance sheets in each room. This is a requirement of the Department of Family and Community Services and failure to sign in and out will result in the withdrawal of Child Care Benefit
- Help your child to place their belongings in the appropriate areas..
- Hand any medication with pharmaceutical instructions to a staff member and sign the necessary forms.
- Make sure that all doors and gates are closed securely when entering or leaving.

### **On leaving**

- We ask you to sign your child out; this is a requirement of the Department of Family and Community Services and failure to sign in and out will result in the withdrawal of Child Care Benefit
- Help your child collect their day's work and their belongings and any medication.
- Take your child to farewell a staff member.
- If you are unable to collect your child by the close of your session PLEASE telephone the Centre, and arrange for someone else to collect your child, as a late collection fee will apply.

## **Security and Collection of Children**

The safety of children in our Centre is of paramount importance to parents, children and staff. Only parents and authorised persons nominated on the enrolment form may collect your child, unless you have advised the staff beforehand.

**CHILDREN WILL NOT BE RELEASED TO UNAUTHORISED PEOPLE.**



If Educators are uncertain about a person collecting a child, the parent will be phoned and identification such as a driver's licence will be requested. If at any time a Family Court order is made; the Director must be advised immediately and be provided with a copy of any such order. No information will be given to persons over the telephone if staff cannot establish their identity.

### **What Do You Need To Bring?**

PLEASE MAKE SURE THAT ALL ITEMS THAT COME TO CHILDCARE HAVE YOUR CHILDS NAME ON THEM.

- Backpack/bag big enough to hold everything (only one bag per child, please)
- Lunchbox that the child can open and close themselves and big enough to hold everything. Insulated bags are not necessary as we keep all lunchboxes in the fridge.
- A complete change of clothes (named) – even socks if wearing them
- Drink bottle
- Hat (supplied).
- Enough nappies to last the time here, 1 per every 2 hours or part there of plus extra allowing for incidents.
- Asthma medication if relevant – please speak to an Educator if it is, as this must be stored elsewhere from their bag & an asthma plan must accompany any medication labeled with the child's name and directions from the doctor.
- Please always send your child in sun smart clothing in summer (sleeves on dresses and tops) in the warmer months September to March and a jumper or jacket for winter.
- Please always send appropriate shoes (No Thongs please)

### **Medication**

Children and adults who are unwell should not attend the Centre.

If your child becomes unwell, we will inform you or your emergency contact, and we will monitor your child until he/she is collected.

We realise from time to time that it will be necessary to give your child medication.

- Medicine must be brought in the original package with a chemist label on it
- Medication Form to be completed by the parent/ Guardian and signed
- Ensure that the child's name and correct dosage is clearly marked on the label.
- Give medicine to staff to put in locked container in fridge.

### **Programming -What Will Your Child Do At The Centre?**

At BVCK, we value and respect children's emerging capabilities, their experiences, points of view and concerns. Our educators listen to children and use a variety of documentation to record children's significant experiences and their responses to the early learning environment in which they are involved.

Our programs are informed by conversations among educators, children, their families and the broader community, which supports teaching, play and collaborative interactions.

The Australian Early Years Learning Framework informs and underpins the educational program and practice in our early learning centre and the Australian Early Years Learning Framework principles and learning outcomes assists our educators approach to children's learning, including intentional teaching, decision making and an ongoing cycle of observation.

### **Excursions**

Excursions and neighbourhood walks are an important way to extend children's experiences. They provide variety, fun and interesting opportunities for learning and are planned as part of the developmental program.

There are prescribed guidelines for excursions to ensure supervision for young children.

You will be asked to sign a general consent form for us to take your child on spontaneous local walks. If you do not want your child to participate on these walks, you must indicate this on the enrolment form.

You will be given details of any other excursions and your written consent must be given for each excursion.

### **Celebrations (including Birthdays)**

Celebrations are an important part of our communities, families and therefore children's lives. They promote a sense of belonging and positive self-esteem, and can be celebrated in a variety of ways.

Food is often a focus of cultural and family celebrations and has enormous learning potential, we ask that if you decide to bring a cake in for your child's birthday that you let the staff know of the ingredients so we can distribute accordingly to support allergies and cultural believes.

### **Nutrition and Dental Care**

We believe that good nutrition is vital for the wellbeing of children, they will be offered food according to their individual needs and timetable.

The Centre Supports a Healthy Eating programme, we ask that you pack healthy and nutritious food in your child's lunch boxes (no junk food please)

Due to the risk to children with allergies to nuts & nut products, our centre is "NUT FREE". No nuts, Nutella or products containing nuts are to be brought to the centre. We provide refrigeration for lunchboxes; Puratap water is available throughout the day for all children.

SA Dental Service is available for all children up to the age of 18. Some fees may apply.

### **Emergency and Accident Procedures**

Our Centre has a detailed Policy, which sets out procedures in the event of an accident or emergency.

Evacuation procedures are displayed in prominent places throughout the Centre. Fire drills are practised on a regular basis when children will be quickly gathered together and walked a designated, safe area.

It is important that telephone numbers of parents and emergency contacts are kept up to date.

### **Illness & Immunisation**

If a child is sick and unable to attend Child Care parents are asked to telephone the Centre and inform them about their child's illness.

In the event the child's temperature reaches 38 degrees or below 35 degrees (and had not increased after being inside/ warming them up), then staff will contact the parent/guardian to arrange for the child to be collected.

If the parent/guardian cannot be contacted or if they are more than 20 minutes away from the centre and the child's condition deteriorates further, or their temperature spikes to 40 degrees or drops below 35 degrees, then staff will not hesitate to call an ambulance.

Parents are asked to give consent for staff to call an ambulance for their child in the event of an emergency upon enrolment within the enrolment forms.

Parents are encouraged to immunise their child against all diseases appropriate to their age. A record of the child's current immunisation status will be kept at the Centre.

All parents will be notified of any outbreaks of infectious diseases in accordance with the SA Health Exclusion & Staying Healthy in Childcare Guidelines and may choose to keep their child away if they are not immunised.

### **Infections and Disease**

To minimise the risk of transmission of infectious disease children diagnosed with infectious disease will be excluded from the centre using the guidelines in 'Staying Healthy' or until medical clearance has been provided to the Centre. To prevent the spread of infectious disease, we encourage families to fully immunise their children in accordance with the Department of Health and Ageing's National Immunisation Program Schedule. Non-immunised children may be excluded in certain circumstances to protect the health, safety and wellbeing of every person at BVCK.

### **Communication**

The noticeboards in the Entry Foyer will be used for general information. Regular newsletters, accounts and other information will be distributed to all families via email and will also be available upon request.

### **Parent Portal:**

The Parent Portal is owned and operated by the software company we use called Economic Outlook, we are using the Portal as a form of communication to inform families of what learning and experiences their children have been engaged in whilst in our care, if you do not wish for your children's photos to be displayed on the app, please email the Director.

You can access the link to the Parent portal on the Tax invoices that are sent each week or alternatively please follow the link below:

<https://barossacreche.spike.economicoutlook.net/clients/>

- You can sign in using your email address and pin code, if you don't know your pin code the password can be changed at the sign in prompt.

- Only parents of the centre, and those who sign up to the app can access the “Activities Communications”, and only if their child has been tagged in that Communication entry.

## **FAQ's**

Why can't parent's log into the Parent App?

There are several reasons why a parent is not able to log into the Parent App:

- The log in information for the parent app was imported 6 months ago. If the parent has changed their pin number since then, they will have to select 'Forgot Password' and reset their password (this will not change their pin number).
- The parent is not using the email address that is recorded in Spike.
- Changing the password for the Parent App does not change the person's pin for the electronic attendance system.

If you have any concerns with or about any aspect of the Centre or you would like to talk about your child's participation or development, you are encouraged to make a time for a chat with the Director or other senior staff.

We also like to hear about things that we do well or your suggestions about how we could do better, by placing comments, grievances and suggestions in suggestions box locates on the sign in desk in the foyer

We treat all information regarding children and their families with the utmost confidentiality. Personal information of staff and families is not given out to any one without prior consent. (Please refer to our Confidentiality and Record Keeping Policy).

## **Sun Smart**

As part of our Sun Smart Policy, children and staff are required to wear a broad brimmed hat and sunscreen and appropriate Sun smart clothing whilst outside throughout the year.

- Please see the Director or Room leader for a copy of our Sun smart policy

Children who forget their hats will be given a spare or will only play in shaded areas whilst outside.

## **Mandatory Reporting**

Our Centre is committed to the prevention of child abuse and neglect. You are encouraged to come and talk to the Director about any concerns you may have as the needs and care of young children is paramount. A confidential report may be made to the Child Abuse Hotline on 13 14 78.

All of the staff at the Centre are mandated notifiers and are obliged by law to report any suspicions of child abuse and or neglect.

Our staff and Committee members undergo Police Checks very 3 years or on employment.

## **Policies**

These policies are available in the Reception/Administration Area for parents and visitors to read. They are updated regularly and endorsed by the Centre Director & Committee.

They include:

Parent Handbook

Philosophy statement

1. Collection of Children
2. Access to the Centre
3. Child Protection
4. Behaviour Guidance
5. Environmental Protection
6. Building & Equipment Maintenance
7. Workplace, Health & Safety
8. Nutrition & Food Safety
9. Equal opportunity
10. Illness & medication
11. Children's Health, Safety & wellbeing
12. Sun smart
13. Excursions
14. Fees
15. Children's Program
16. Parental Involvement & special Items from Home
17. Confidentiality & Record Keeping
18. Role of the Committee & Financial Management
19. Staff & Volunteer Clothing & Manual Handling
20. Power failure
21. Philosophy & Policy Development
22. Fire & Emergency Evacuations
23. Transitioning Children
24. Enrolling your child at BVCK
25. Self-Assessment Process
26. Relationships with children
27. Inclusion & Multiculturalism
28. Telephones/ Mobile & Social Media

Ratified by Committee \_\_\_\_\_ Director's signature \_\_\_\_\_

Reviewed: July 2022