

## Treetops @ Kirrawee

### Parent handbook

#### **WELCOME!**

Treetops @ Kirrawee is a privately run long day care centre providing care and education for children 2 to 5 years of age.

Treetops @ Kirrawee is committed to providing a high quality program, implemented by a team of qualified and experienced staff. We believe in the principles of early childhood education and the right of the child to be educated and cared for with respect, love and positive support.

The centre's philosophy is displayed in the foyer along with a policy and procedure folder for family's perusal. If you would like to make any comments ask about our feedback forms. Our policies are reviewed every 12 to 18 months, or when appropriate, and any of the reviewed policies will be placed in the foyer for you to read at your convenience and add any comments you may have.

As you read through this handbook you will notice that Treetops @ Kirrawee Policies and Procedures are guided by the regulations of NSW Department of Education (DoE) and the principles of the National Quality Framework. All the policies and procedures required by the NQF and DoE are displayed in the folder in the foyer.

#### **PHILOSOPHY**

Treetops @ Kirrawee is proud to provide high quality childcare. We have strived to create a safe and welcoming, home like, atmosphere. We believe this environment fosters physical, emotional, creative, and cognitive development.

We persevere to form relationships through nurturing children and providing them with emotional encouragement – it is our hope that this extends to peer interactions and allows children to form secure relationships where they feel confident and respected.

We want Treetops @ Kirrawee to be a happy and fun place for children to enjoy. We want to give children the support to make sense of the world and to use their natural curiosity and investigation skills.

We believe that play is a context for learning. The toys and experiences that we plan for each child are carefully chosen to try and expand upon what is relevant to the child and their development. We view children as active participants and decision makers. We want to cater to their interests, strengths and needs.

We believe each child is an individual who progresses through their development at their own pace. We encourage the inclusion of children with additional needs and do our best to support them by networking with a wide range of professionals. We are committed to equality and believe that all children have the ability to succeed, regardless of circumstance. We make curriculum decisions that promote the participation of all children.

We value the connection to family, community and culture during each child's early development and encourage communication between Treetops and the families who attend. Regular

correspondence regarding each child's interests and strengths may help to improve overall development. In turn we value the wide range of skills, knowledge and important information families have to contribute concerning their children. We support and respect any level of involvement that families are able to provide.

Multiculturalism is a fully integrated principle underpinning Treetops' culture. We promote diversity throughout our staff, the children entrusted to our care, their families and the wider community. We commit to think critically about opportunities and dilemmas that can arise from diversity, and take the initiative to try and prevent any problems, or take action to rectify unfairness if it should occur.

We strive to build a professional team at Treetops which is based on respect, support and a positive attitude. All staff are encouraged and supported to embrace a continual improvement approach to their personal and professional development. We try to take on at least one staff member, with no qualifications, each year and provide them with the training needed, and office time for study, to complete a qualification. We facilitate a learning culture by seeking ways to build professional knowledge such as promoting in-services and staff meetings. And we strive for excellence by our awareness of the recommended practices, and the standards, rules and regulations set out by DEC and NQF.

#### **ALLOWABLE ABSENCES**

Child Care Subsidy (CCS) is paid for up to a maximum of 42 allowable absent days for each child each financial year across all approved day care centres. Allowable absences can be taken for any reason. These would include absences such as public holidays, school holidays, and illnesses or just a day at home. If a child uses more than 42 absent days per financial year additional evidence will be required in order for the CCS to be paid.

#### **ATTENDANCE**

Fees need to be paid for the days your child is booked into the centre, including public holidays as well as absences for sickness or holidays. Fees are not payable during the period over Christmas when we are closed. Please give management 2 weeks' notice via email of the dates you are away for holidays and we may offer these days as a once off additional day to another family. If another family takes one of your holiday days, they will cover your cost of care.

Please note fees are payable from when your child commences at Treetops @ Kirrawee until written confirmation of the two (2) week notice period that your child is leaving the centre and you have received written confirmation from us that we have received this notice.

**NB: When you give notice to leave our centre you must ensure your child is still present on the last day of the notice period to receive your CCS entitlement. They will only receive the CCS up until the last day the child was present at the centre or full fees will be charged during this period of absence**

A courtesy phone call to the centre by 10:00am to inform staff if your child will be absent that day will alleviate staff concerns and help with catering requirements. Please note staff will try and call you by 10:30am to ensure your child's safety. Please be aware we do not swap days or do 'make-up' days.

There is a two day per week minimum policy unless space requirements do not permit.

## **ADDITIONAL DAYS**

Can I book my child in for additional days, outside of my regular weekly booking?

Yes – we keep a list of possible availability in a Google Doc,

[https://docs.google.com/spreadsheets/d/1LLe0AXaXxvcH4plrAMiZ56Ux9hzrCWxi5\\_--Foopzw/edit?usp=drive\\_web&ouid=105248060274405191177](https://docs.google.com/spreadsheets/d/1LLe0AXaXxvcH4plrAMiZ56Ux9hzrCWxi5_--Foopzw/edit?usp=drive_web&ouid=105248060274405191177)

How do I book in an additional day?

Email management at [treetops.kirrawee@gmail.com](mailto:treetops.kirrawee@gmail.com) to check the availability of the day/days in question.

Do I still pay if I book in an additional day but my child becomes ill and I can't honour the booking?

No – This has been tricky to deal with, but we have decided that the permanent booking will pay for the attendance, not the casual booking. This means that if you book an additional day and can't use it for any reason then you won't be charged for that day.

Can I offer my days to other families?

Yes – you may offer your days because you are going away, or are taking time off work and don't need care for the week, or for any other reason. If your spot is filled by a casual booking (and the casual booking goes ahead and uses the day) then the casual booking will be charged and you won't pay fees for that day.

How do I know if a day I have advertised has been filled?

You don't – we no longer give out this information as it has led to families becoming angry if their day was filled and then the casual booking pulls out. If you need to know you can call us on the day that you advertised and ask if anyone filled it and has shown up.

Are there any additional fees for advertising a day or using a casual day?

No – however if you book in for a day in a more expensive room, then you will be charged at that rate. For example, if you attend our 3-5 room and need an additional day but the only additional day available is being offered by a child in the 2-3 room then you would be charged at the 2-3 room rate for accepting that additional day. This is something that will be explained to you if it is the case when booking a casual day.

## **ARRIVAL AND DEPARTURE**

Upon arriving at the centre, it is vital that the person bringing your child signs the attendance register located in the foyer. Please try to bring your child in by 9:30am to ensure they receive the maximum benefit of our educational program.

We require families to accompany their children into the centre and assist them with placing their belongings into the allocated lockers.

All prescribed medications must be removed from your children's bags and given to a staff member. For this medication to be administered, a medication permission form will need to be completed.

It is extremely important that staff are informed when another person will be collecting your child, even if this person is 'authorised' to pick up your child. There is an 'Authority to Collect' form under the sign in sheets that can be filled out by a parent/guardian and handed to your child's carer. We ask that you please make sure a staff member is aware of your child's arrival so that they may do their best to settle your child.

We recommend that the person dropping a child into Treetops says goodbye so that they become familiar with a positive routine and continue to develop a relationship of trust with families and staff.

The attendance register needs to be signed and the time of a child's departure recorded before the authorised person leaves the centre. Please notify a staff member that you have arrived so that they may share the events of the day or important messages. Ensure all of your child's belongings are taken from their locker along with any precious creations they may have produced throughout their busy day.

**NB: If you do not sign in/out you may not be eligible for CCS.**

Strategies to help child manage separation:

- Give your child some warning before the separation, but not too long as the young child does not have a sense of time and this may cause more anxiety.
- When your child is due to begin attending long day care arrange times prior to your start date when they will be able to spend time together with you at the child care service to try and help them become more comfortable with both the environment and people.
- Become involved in an experience with your child before leaving, such as an activity set out on a table (Lego, blocks, cars)
- Never leave without telling your child that you are leaving and be clear that you, or someone, will return later in the day to pick them up.
- Develop a routine around separation for e.g. a special hug or waving goodbye.
- If possible when the parent returns, allow the child to cling as long as they need to, so that the child has the chance of making the decision when they have had enough comfort.

Please understand that if you leave quietly while your child is distracted in play, they may distrust being distracted and become more upset and clingy next time. Our staff will be there to help settle your child each morning and we are happy to discuss any concerns that you may have about your child's settling in period. Let staff know when you are ready to leave so that they can assist with separation management. If there is a problem, families and staff will come up with a plan of action to help manage separation.

**BEHAVIOUR MANAGEMENT**

Treetops @ Kirrawee aims to foster positive behaviour based on understanding, respect and appreciation of what other people's needs, rights and feelings are. We have very clear guidelines as to what is appropriate behaviour and what is inappropriate. We are constantly trying to teach the children about these guidelines at an age appropriate level.

Please speak to management or staff regarding Behaviour Management. It may seem like a negative aspect of a child's development, but when learning to co-operate and function within a group there are certain rules for children to learn.

### **CHILD CARE SUBSIDY (daily rebate)**

The CCS is a system of government funded fee assistance for parents with children enrolled in approved centres. The CCS has an hourly allocation each fortnight (up to 100 hours) and a percentage of care subsidised (up to 85%)

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

In order to receive the CCS you must contact centrelink. They will give one parent/guardian a customer reference number (CRN) and your child a CRN. You must inform us of these numbers in order to be eligible for the CCS – and choose us as your child care provider in your mygov account.

<https://my.gov.au/LoginServices/main/login?execution=e2s1>

### **CLOTHING**

As we believe in 'hands-on' learning for the children we do ask that you dress your child in comfortable play cloths appropriated for both indoor and outdoor activities. As we are a sun safe centre we follow the 'sun smart guidelines' required by the Cancer Council NSW. Appropriate clothing includes covered shoulders, wide brimmed hat (provided) and sun cream (provided) please see our sun protection policy for further information. This applies to excursions as well. Children's clothing may also become messy or wet during the day so please dress them in practical/everyday clothing.

We ask that families do not send children dressed in overalls or belts etc. As these take time to undo and in an emergency make it difficult for older children to show any independence especially when toileting. If your child is toilet training please provide an appropriate amount of underwear and pants.

Please ensure your child wears properly fitted shoes – no thongs, as this inhibits their gross motor play and can also be dangerous when climbing on outdoor equipment or running.

It is essential that all clothing be labelled. This will help prevent loss and confusion. Please understand it is impossible for staff to remember what belongs to each child.

### **COLLECTION OF YOUR CHILD – PERSONS AUTHORISED**

It is our policy that we do not release your child into the care of a person who is:

- Not authorised on your child's enrolment form. Changes/additions must be submitted in writing to management.
- Not been recorded in the sign in book indicating they will be collecting your child on that day or if a staff member has not been notified.
- If the person cannot produce appropriate identification
- If the person is under 18 years unless prior arrangements have been made.

Restricted access by any parent MUST be supported by a court order, which we are legally obliged to comply.

Please note: any person collecting a child will be asked for photo ID if unknown to staff on duty.

Please try to add any person you think may collect your child. If staff are not informed that a person other than yourself will be collecting your child and we are unable to contact you, it is our policy that your child remains on the premises until we can contact you.

### **COMMUNICATION**

This is the key to a successful partnership in the care and education of your child. We can organise times for our staff to be available to discuss aspects of your child's care and development. Meetings can be arranged if needed. We provide two way communications through the following channels:

- Kinderloop for upcoming and recent events
- Formal and informal conversations
- Emails and telephone calls
- Parent meetings and newsletters
- Surveys and questionnaires
- Programs displayed in each room and portfolios
- Parent/teacher interviews
- Notices, signs and policies in the foyer

Please be reminded that when dropping off or picking up your child that we would appreciate minimum conversation with the staff on the floor. If you feel you need to talk at length with your child's carer regarding their welfare please make an appointment.

For convenience and to help the environment, e-mail is our preferred form of communication with families for newsletters, parent meetings etc.

### **CONFIDENTIALITY OF RECORDS**

To comply with our confidentiality policy all records concerning families and children are secured in the office file cabinet. If families wish to access their children's records this can be done upon request.

### **DAILY ROUTINE AND PROGRAM**

Our staff are aware of the unique needs of children in a long day care setting and are continually evaluating the environment and modifying the program to help cater for these needs. The service's daily routine caters for individual activities as well as small and whole groups in both indoor and outdoor areas, which will vary with the seasons and weather changes.

Our program uses the early years learning framework for Australia as a guide. Please speak to your child's educator and they will explain how our educational program works for your child.

If you would like to see anything included in the program for your child (an interest or area you would like developed) please discuss this with your child's educator. Please advise staff of any special events you will be celebrating with your child as we can also add this to our program.

### **FAMILY INVOLVEMENT**

As stated in our open door policy our centre welcomes you to visit with your children. There are many ways in which you may become involved in the centre should you wish to do so. We realise

however that as working parents your time through the day is limited, for this reason throughout the year we will have functions such as parent information nights, family/teacher nights, and special guest speakers and so on.

#### **FEES**

Upon commencement, a direct debit form will need to be completed as all fees are paid via this method either from your nominated bank account or credit card. We will take a two week full fee refundable bond as a deposit. Fees for the 0-2 age group are \$120.00 per day, fees for the 2-3 age group are \$115.00 per day and \$103.00 per day for the 3-5 age group.

If the payment fails due to insufficient funds, changed bank account details or any other reason that is not Treetops @ Kirrawee's fault, a \$25 admin fee will be charged. Should this reoccur again in a calendar year your child's placement may be terminated at management's discretion.

Please note: the fee you are charged per day is based on your child's age at the beginning of the year and does not change at the time of your child's birthday, unless they move room (this is decided based on the individual needs of the child and IF space permits) this policy is in place as our staffing ratios are determined by the ages of the children at the beginning of year.

#### **INCURSIONS/EXCURSIONS**

During the year there will be approximately twelve incursions at our centres. Due to our direct debit system cash will not be accepted, so a charge of \$15 will be added to your account when these occur. This will be communicated via email, kinderloop or our social calendar.

#### **GRIEVANCE AND COMPLAINT REGISTER**

We take grievances seriously and value your input on all aspects of our provision. To discuss concerns please make an appointment with the centre's director or nominated supervisor. A plan of action will be discussed. All steps throughout this process will be documented in partnership with the relevant parties. If the team member you would like to make arrangements with is not available please leave a message using the feedback form or email us and the appropriate person will contact you.

#### **HATS**

We are a sun smart centre and have a sun safety policy to ensure the welfare of our children. It is essential that children wear their kindy issued hats (\$15.00) whenever they are outdoors. Please ensure your child's hat is in their bag EVERYDAY, if a hat is forgotten three times in a row a new hat may be issued and charged to your account.

#### **HEADLICE**

If children are found to have lice or nits', their families will be called to collect them. Children will be allowed to return once they have been treated. We ask all families to remain vigilant with ensuring that their children's hair is treated regularly and that girl's hair is pulled back into ponytails or plats. Please be aware that those who are most commonly affected are children who have older school age siblings.

#### **HOURS**

The centre operates between the hours of 7am and 6pm Monday to Friday. Please do not bring your

child earlier than 7am or collect them later than 6pm as we are not licensed nor legally responsible for children's care other than between the hours of operation.

We also run a separate session between the hours of 7:30am to 5:30pm – to give you the option of having a 10 hour session. – **this is mainly a concern if you attend an approved child care service for 100 hours in any given fortnight and wish to retain the entirety of your CCS payments (if you are entitled to the full 100 hours). Any family is welcome to choose this session time, but it is mainly recommended to families who attend care full-time.**

We are closed on ALL public holidays and over the Christmas/New Year (for one or two weeks, which can change year to year). Please be aware that on the last day before our Christmas closure we may close early (sometimes by 3pm) to allow our staff time to do a thorough clean and prepare the service for the New Year.

#### **ILLNESS**

Treetops @ Kirrawee is unable to provide care for children suffering from infectious disease, diarrhoea, vomiting or high temperature (38 degrees Celsius or above) For high temperatures, with your permission Panadol will be administered to allow time for your child's collection. Due to a higher number of children being prone to convulsing during early childhood an ambulance may be called if your child's temperature goes past 40 degrees Celsius.

Any diarrhoea, vomiting or high temperature must be cleared for at least 24 hours before returning to the service to prevent the passing of infection to other children and staff. It is not acceptable for a child to be given fever-reducing medications and brought into the service.

If your child does contract an infectious disease please advise the service so that the families of other children in contact with your child can be notified. If your child has the symptoms of infectious disease (fever, rash, vomiting), please see a doctor for a clearance letter before returning to care.

If your child falls ill at the centre you will be notified immediately and will be required to collect your child or make arrangements for your child's collection as soon as possible. Failure to collect your child may result in the loss of your placement at the service. As you can appreciate when caring for so many young children it is important to separate unwell children so that the illness does not spread and allows healing time for your child.

#### **ILLNESS EXCLUSION GUIDELINES**

These are some of the common illnesses that require your child to be kept home. Please familiarise yourself with them:

- |                                |             |
|--------------------------------|-------------|
| * Vomiting                     | * Diarrhoea |
| * Conjunctivitis               | * Giardia   |
| * Chicken pox                  | * Impetigo  |
| * Hand, foot and mouth disease | * Ringworm  |

Children who have the symptoms below must be reported to the approved provider,

- \* FEVER – if temperature is 38 degrees or more, or occurs with other symptoms.
- \* RESPIRATORY DISTRESS – if breathing is rapid, difficult or with severe coughing.
- \* DIARRHOEA – if there has been three occurrences or two with other symptoms.
- \* VOMITING – if there is any vomiting at all or two instances for babies.

- \* EYE/NOSE DRAINAGE – if there is thick mucus or puss draining from the eye or nose.
- \* SORE THROAT – if there are swollen glands or other symptoms as well.
- \* SKIN PROBLEMS – if there is undiagnosed rash, or infected or undiagnosed sores.
- \* ITCHING – if there is persistent itching of body or scalp.
- \* BEHAVIOUR – if the child looks or acts differently.

## **IMMUNISATION**

Children must be immunised to come to child care – we have no choice in this. Your immunisation record must be sent to us (it is part of the enrolment) and it must be updated at each immunisation.

### **RECOMMENDED IMMUNISATION SCHEDULE**

The following immunisation schedule is recommended for infants and children who are being immunised for the first time. This schedule shows all the immunisations that a child should receive beginning at the age of two months.

2 MONTHS – First injection of Triple Antigen (DTP). This is a three-in-one vaccine for protection against Diphtheria, Tetanus and Whooping Cough. First dose of Sabin oral vaccine, this protects against Poliomyelitis.

4 MONTHS – Second injection of Triple Antigen (DTP). Second dose of Sabin oral vaccine.

6 MONTHS – Third injection of Triple Antigen (DTP). Third dose of Sabin oral vaccine.

12 MONTHS – One injection of combined Measles, Mumps and Rubella vaccine.

18 MONTHS – Varicella (Chicken Pox)

4 YEARS OR PRIOR TO SCHOOL ENTRY – Injection of combined Diphtheria and Tetanus (CTD) vaccine. Booster injection of Rubella vaccine.

Source: national immunisation program last updated 18<sup>th</sup> march 2010. Retrieved from website [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)

## **INJURY AND ACCIDENTS**

From time to time accidents happen. Children who sustain an injury that is deemed serious enough will be treated by staff and an Accident Report Form will be completed for parent viewing and signature. Any severe injury that staff are not equipped to deal with will be referred to emergency care as soon as possible.

## **LATE COLLECTION OF CHILDREN**

When a child is collected after the licensed hours (6:00pm), or after our shorter attendance schedule (5:30pm) the following procedures will be followed:

1. A fine of \$15 will be incurred and an additional \$1 per minute will be charged.
2. If a family is late in picking up the child 3 times in a calendar year the child' placement can be reviewed and could be terminated
3. A written record will be kept of all instances of late collection, stating exact time and signed by the person collecting child and staff member.

## **MANAGEMENT STRUCTURE**

Approved Provider..... Katie Harvey  
Nominated Supervisor.....Katie Harvey  
Educational Leader.....Kim Dias  
Financial Administrator.....David Harvey  
Responsible Persons..... Katie Harvey, David Harvey, Kim Dias, Sarah Dornan and Chelsea Rogan

## **MEALS**

Breakfast is served from 7am til 7:45am and consists of a range of breakfast cereals.

Our morning tea, lunch and afternoon tea is provided by Kids Gourmet Foods (KGF). KGF is a child care catering service exclusively devoted to taking care of all catering needs by providing healthy and nutritionally balanced meals. The menu is planned in accordance with the NSW health department guidelines and is nutritionally balanced to provide your child with 50% of his/her daily nutritional requirements. Weekly menus are displayed on the parent's notice board and online. KGF has a 6 week rotating menu catering for children 12 months to 5 years. Children with allergies are also catered for and any allergies should be detailed in your child's enrolment form. If your child has very rare allergies that our catering company cannot cater for, you will need to supply your child's food.

On the special occasion of your child's birthday you may wish to contact management to arrange a chocolate or vanilla birthday cake, supplied by KGF. The cake is nut, dairy, wheat and preservative free. A fee will be charged.

**\*\* TREETOPS @ KIRRAWEE IS A NUT FREE CENTRE\*\***

## **MEDICATION**

A medication form must be completed for the administration of prescribed medication. Each dosage must be given a separate entry. Without this, we will be unable to administer the medication. Please see our staff regarding the recording of medicines on the medication form. If your child is prescribed an antibiotic, it is preferable that they be kept at home for 24 hours to allow the medicine to take effect.

Home remedies must first be cleared with management – by way of an ingredients list. This is to make sure that none of the ingredients will be harmful to children who may have allergies.

## **NAPPIES**

Treetops will provide Huggies nappies for children in our 2-3 room. Children in our 3-5 room must be toilet trained, for further explanation please see the toileting section. Should your child arrive at the centre in a soiled nappy, please feel welcome to use our change room facilities, just ask our staff. At the end of the day when you pick up your child we aim to have them in a clean nappy.

## **NATIONAL QUALITY FRAMEWORK**

As from January 2012 the National Quality Framework has replaced the National Accreditation system.

The main objective of the National Quality Framework is to support and enhance the development and learning of children from birth to five years, including transitions to school in a way that is consistent.

The central focus of the National Quality Framework is on learning outcomes for children. All education and care services must provide a program that is based on an approved learning framework. The Early Years Learning Framework (EYLF) is the approved framework which considers the developmental needs, interests and experiences of each child and takes into account the individual differences of each child.

The National Quality Framework has replaced our old regularity authorities which was the Department of Community Services formally known as DOCS. This department is now the Department of Education and Care known as DECS.

#### **NOISE MANAGEMENT POLICY**

To implement strategies in order to reduce noise emitted from the operation of Treetops @ Kirrawee. The following actions should occur.

1. Staff and parents will try to converse quietly when outdoors.
2. Parents shouldn't call out loudly when delivering or collecting children.

Staff and parents are directed:

1. To speak to children and each other quietly whilst outdoors.
2. To approach parents who are talking too loudly and request that they speak quietly to each other.
3. To approach children and get down to their level to talk to children or resolve conflicts.

#### **OPEN DOOR POLICY**

Our centre has an open door policy that is available for you to view in our policy folder. To summarise this policy- our families are welcome to visit the centre whenever it is open.

**Our centre is open for families to visit their children**

**Please come and witness your child's development**

**Entering at your discretion is our guarantee that you will be content with the quality of our working practices**

**Never use a service where you do not feel welcome**

**Don't hesitate to visit**

**Our centre is proud of the quality of care we provide**

**Our staff are qualified, trained and experienced**

**Rather than take our word for it, see for yourselves.**

## **PARKING**

The centre provides parking for families to drop off and pick up their children. If you are staying at the centre for an extended period of time please consider other families and use on-street parking.

## **REST TIME**

Our staff understand that each child has individual needs, which includes the amount of rest they require to function effectively. Children aren't forced to sleep or asked to lie down for long periods of time. A rest/quiet area is provided for children to utilise if they become tired. A balance for fast and slow paced activities can also be programmed to encourage the children to relax and unwind during the day.

There is a planned rest period for all children approximately between 12pm and 2pm. For children who do not sleep, they are encouraged to relax on beds until they are ready to participate in quiet activities. Any request regarding sleep routines will be respected and adhered to if possible. Children may bring a dummy or comforting toy which may help to them to rest more peacefully. And please remember to clearly label everything.

## **ROOM ORGANISATION**

Acorn room – 2-3 years

Oak room – 3-5 years

## **STAFF SHIFTS**

The staff at Treetops @ Kirrawee work on a rotating roster. We aim to have a staff member from each room on during the opening and closing shifts and at least one staff member is trained with a current first aid certificate.

## **SETTLING IN**

Each child will settle into the service differently. Some children will happily separate, others may cry or cling to you when you leave. The amount of days a child attends the service each week may determine how long it takes them to settle in.

1. Visit as often as you can during the two weeks prior to your child starting. Please call the service before you'd like to visit to arrange a suitable time. You cannot overdo visits – the more often you visit, the less strange the service and staff will be to your child on day one! We recommend a minimum of two visits before enrolment.
2. As day one approaches, try to plan for a short day. We recommend that the first few days in care are no longer than 6 hours e.g. 9am til 3pm. As other children start to be collected your child may become anxious and 'remember' that you are not with them, especially if a new friend is collected first. It can be a long day of adjusting to a new setting – so the shorter the day – the better.
3. Please bring any comforters (special toys, dummy or blanket). Don't forget to clearly label EVERYTHING!

A separation might be:

1. "Let's sign your name in the book/unpack your bag/put your hat on etc"
2. "now we will see Katie"

3. "mummy/daddy is going to work now... see you after afternoon tea!"
4. Kiss goodbye and leave smiling.

If these strategies are followed your child should settle in easily. Take a business card to place in your wallet/purse so that you can phone for progress reports throughout the day. If your child has trouble settling in you may want to consider bringing them to the centre with you on the days that they are not attending, this is like an extension of our orientation, and we have found that in the past it has worked for families if their child has needed that extra help settling.

### **SUN SAFETY**

Due to our sun protection policy, it is essential that all children bring and wear their provided wide brimmed hat to wear outside.

Each child will be encouraged to put their own sunscreen on if age appropriate. Staff can help to make sure that this is put on properly. If the children are already outside, please apply sunscreen (in the hallway) to your child fully before bringing them outside and also make sure that they are wearing their hat.

Our sun protection policy discourages children from going outside between the hours of 11am and 3pm in summer (11am til 2pm in winter), unless it is under a shaded area for a particular experience.

We strongly advise parents to dress their child in clothing that will cover the shoulders and upper arms (i.e. no singlets or spaghetti strapped tops/dresses). If these are worn to kindy, please place a sun safe top in your child's bag to be worn during outdoor play.

### **SICK CHILDREN**

What does it mean if children return to the service before they have a chance to make a full recovery?

This puts the other children and staff at risk of catching their illness. We take sick children seriously at Treetops @ Kirrawee. We feel that by sending sick children home, it is the only way we can help the child recover and keep Treetops @ Kirrawee illness free. We try to keep the risk of infection minimal – we wash and disinfect the toilets, toys and bedding, but we still need families to remain vigilant with helping to make sure that illness doesn't spread.

### **TERMINATION OR REDUCING DAYS**

In the event of terminating your child's enrolment, or reducing days, families must give written confirmation of \*2 weeks notice – which starts from the time it is acknowledged by management. Please note that we have a two day minimum attendance policy and therefore do not allow children having their placement reduced to one day. If you wish to reduce your child's attendance due to maternity, Treetops @ Kirrawee has the right to pick which days of the week your child ceases to attend. This follows DECS 'priority of access' guidelines. In the event that Treetops @ Kirrawee wishes to terminate your care for reasons outlined in our policies, a 2-week notification period will occur unless there are extenuating circumstances which dictate an immediate termination.

\*If the child is going to school the written notice changes from 2 weeks to 4 weeks.

## **TOILETING**

We are happy to support the toilet training of children. We encourage parents to discuss toileting needs and progress with our staff. Toilet training should start at home and then continue into child care. Please ask us for a toilet training information pack if you have any concerns.

## **WAITING LIST**

Treetops @ Kirrawee maintains a waiting list for all children who are seeking a place at the centre. The waiting list is divided into two sections.

The internal wait list

- children who are enrolled but require changes to their existing care, arrangements such as adding or changing days
- siblings of children who currently attend
- siblings of children who have attended in the past

The external wait list includes children who have not been involved with Treetops @ Kirrawee previously.

## **WHAT TO BRING EACH DAY**

Families are required to supply a full change of clothing each day, including underwear. Even if your child does not have 'accidents', there are other situations where a change of clothes may be necessary.

The following are suggested items that should be included for your child;

Hat - kindy issued (beanie if required during June and July only)

Clothes – two changes, including spare undies

Comforters – dummy, security blanket or familiar toy if necessary

## **VALUABLES**

Please do NOT bring valuables to the service, including favourite toys, jewellery, money etc. Such items have a habit of being lost, buried in the sandpit, 'borrowed' or accidentally broken by others – they are safer at home. Treetops @ Kirrawee accepts no responsibility for the loss of these items. There are many toys and activities already provided at the service – if you have a suggestion for new toys or activities please let us know and we will do our best to accommodate.

## **SUMMARY OF YOUR RESPONSIBILITIES**

- \* To keep the centre updated with any changes to the phone numbers, email address and names on your contact list. This is extremely important in cases of emergency.
- \* To check your parent pockets daily for information, receipts, etc
- \* To include a full set of clothes in your child's bag and sun hat
- \* To observe centre policies especially in regards to keeping sick children home, exclusion periods and medications.
- \* A soft toy or comforter may be sent for rest time. However, toys from home are often lost or broken and we ask that you do not bring any toys from home or any lollies, chips, chewing gum or chocolate etc.
- \* Young children tell the time by events happening around them, therefore it is important to keep your arrival at the centre, both morning and afternoon at a regular time slot.

\* When dropping off your child for the day, please say good-bye to them when leaving. This will help your child settle down and enjoy their day!

Remember all children react differently to new situations. Some children will adjust quickly, while others may take a lot longer. Be patient with your child and give them time to become accustomed to their new environment, friends and care givers.

#### **IN CONCLUSION**

We would like to welcome you to Treetops @ Kirrawee Child Care Service and thank you for enrolling your child. It is our aim to provide an enjoyable and positive learning experience.

If you have any concerns, suggestions or questions, please do not hesitate to speak to our staff or management.

We are here to provide a high quality service to both you and your child and to do this successfully we need your assistance and involvement.

Thank you,

Kind regards,

Katie Harvey  
Approved provider/owner