



Creative Kids Early Childhood Centre  
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# 2016 FAMILY HANDBOOK

Last Review: November 2015

Revision Summary	
Date of Revision	Revisions Made
January 2011	Inclusion of Centre Policies
November 2012 Published December 2012	Removed some Policies, but incorporated list of policies available. Combined ECC & OSHC Amended philosophy and values to include sustainability and transition between ECC & OSHC, and included changes to ensure differences between LDC & OSHC recognised. Embedded sustainability goals and opportunities
May 2014 Published June 2014	Created separate handbooks for ECC & OSHC and made document more user friendly. Amended philosophy, values, policy and procedure to match change. Added staff & room info
November 2014 Published December 2014	2015 edition. Updated rooms information and staff information. Amended minor errors. Add waiting list & enrolment procedure
October 2015 Published November 2015	2016 edition. Updated rooms information and staff information. Amended minor errors. Updated Philosophy & Values. Added Code of Conduct



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# *Welcome*

We, the Management, Educators and Staff of Creative Kids Early Childhood Centre welcome you and your family to share friendship, security and trust during this significant period of children's lives...



*Their early childhood years!*



## General Information

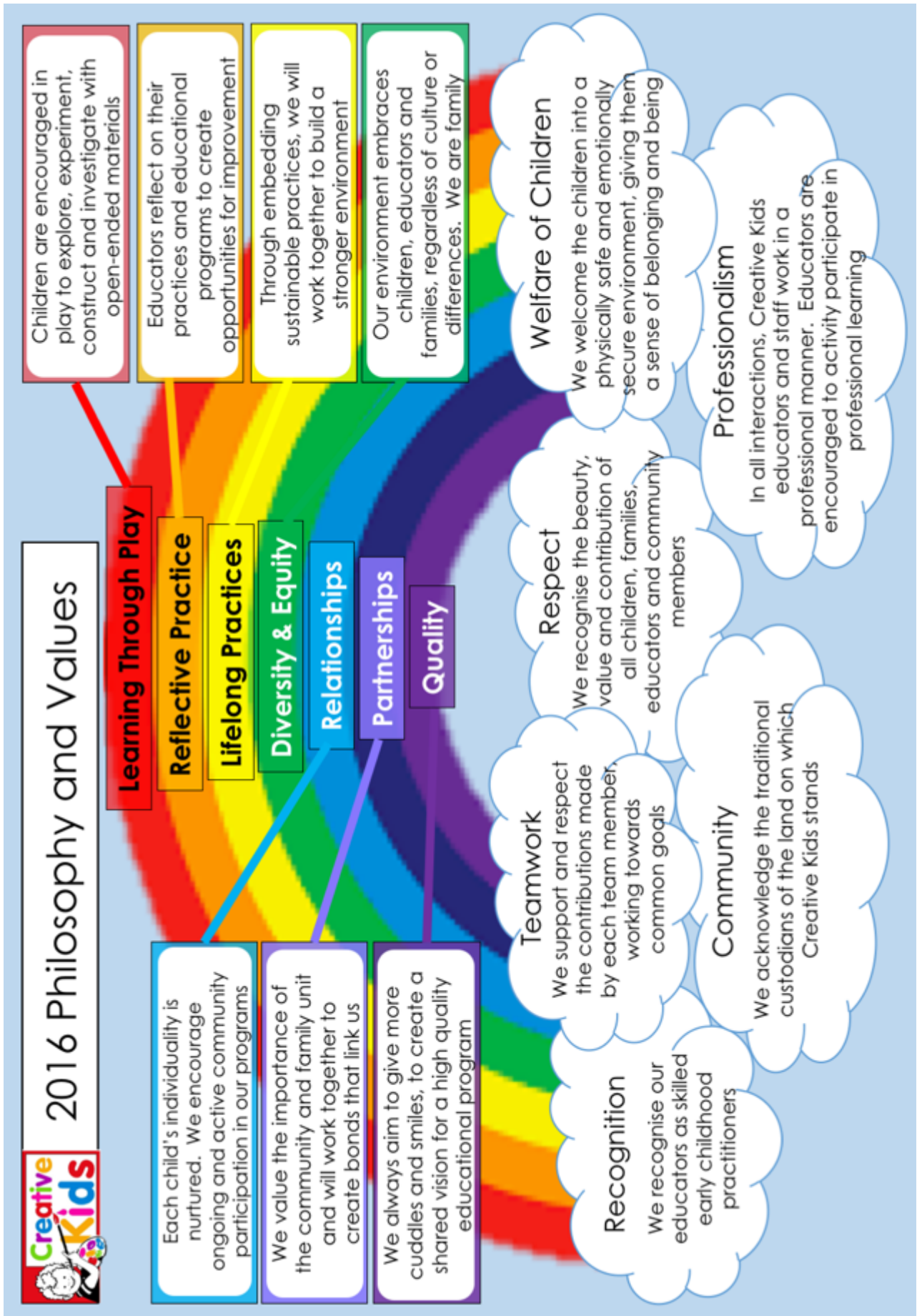
Company name:	Batchgoi Pty Ltd	
Trading as:	Creative Kids Early Childhood Centre	
Service Number:	SE-00001689	
Owned by:	Maria Batchelor	
Approved Provider:	Batchgoi Pty Ltd	
Provider Number:	PR-00000447	
Business addresses:	195 Elizabeth Ave, Clontarf, QLD, 4019	
Phone:	Early Childhood Centre	(07) 3284 0739
	Outside School Hours Care	(07) 3284 0195
Fax:	Early Childhood Centre	(07) 3284 0839
	Outside School Hours Care	(07) 3883 4413
Email:	<a href="mailto:creativekids@optusnet.com.au">creativekids@optusnet.com.au</a>	
Website:	<a href="http://www.creativekids.net.au/">http://www.creativekids.net.au/</a>	
A.C.N:	107 127 079	
A.B.N:	80 107 127 079	

Creative Kids Early Childhood Centre (ECC) provides care from children from 6 weeks to 6 years. Our co-located and sister centre, Creative Kids Outside School Hours Care (OSHC) provides care for school aged children from 4 ½ years to 12 years.

Creative Kids ECC and Creative Kids OSHC operate within a shared management focus to meet the needs of children and families, allowing for smooth transition from early to middle childhood, and catering for the needs of families with children across these age groups.

For this purposes of this handbook, Creative Kids ECC and will be referred to as “Creative Kids”.

# Our Philosophy and Values



## About Creative Kids

Creative Kids is a family owned and operated Centre. Creative Kids was established in 2004 to meet the needs of our local community. Creative Kids has grown from a 3-room centre, to currently facilitating the education and care of up to 75 children daily within our 5 playrooms. For children in their year before formal schooling, Creative Kids offers an Approved Kindergarten Program, with the Educational Program designed and delivered by a qualified and QCT Registered Early Childhood Teacher. In 2011, Creative Kids expanded its services and opened our co-located sister centre, Creative Kids Outside School Hours Care, providing Before and After School Care during term time to all schools on the Redcliffe Peninsula, and Vacation Care for up to 57 children daily through school holidays

## Hours of Operation

Creative Kids Early Childhood Centre is open each weekday from 6:30 am to 6:30 pm. We are closed on weekends and public holidays. Our service operates 52 weeks each year.

## Our Team

At Creative Kids, we recognise that an exceptional Early Childhood Education and Care Program requires an exceptional team. We go to great lengths to recruit and retain a high quality team to support your child in their development. Our team members hold a range of approved Early Childhood qualifications. Our Team embraces Early Childhood Australia's Code of Ethics, and all actions are guided by the United Nations Convention on the Rights of the Child as is demonstrated through our sharing of its values of respect, social and cultural responsiveness and education. All of our Educators and Staff are dedicated to providing you and your child with a positive and high quality care and education service.

### Management

- Maria Batchelor - Owner and Director of Batchgoi Pty Ltd (Approved Provider) (Adv. Diploma qualified)
- Christine Burrus – Nominated Supervisor and Centre Director (B. Teaching)
- Cath Richards – Accounts Manager and 2IC (Diploma qualified)
- Jacqui Stewart – Operations Manager and Educational Leader (B. ECS, Cert IV TAE)

### Educators

- Michelle Emmons – Educator (Adv. Diploma qualified)
- Melanie Ryan – Educator (Diploma qualified)
- Taleia Cooper – Educator (Diploma qualified)
- Karen Brunjes – Lead Educator (Diploma qualified)
- Amanda Olsen – Lead Educator (Diploma qualified)
- Courtney Johnson – Educator (Certificate 3 qualified)
- Nicole Zahnow – Lead Educator (Diploma qualified)
- Sarah Attenborough – Educator (Certificate 3 qualified)
- Gina Komene – Educator (Certificate 3 studying)
- Shay Charlton – Lead Educator (Diploma qualified)
- Suzan Broadbent – Early Childhood Teacher (B. Arts, Dip CS, GD LM)
- Samantha Benci – Educator (Certificate 3 qualified, studying Diploma)
- Jacqui Thomson (Certificate 3 qualified)
- Teresa Pintara – Lead Educator (Certificate 3 qualified,)
- Karen Boyle – Educator (Certificate 3 qualified)
- Rebecca Killen (Certificate 3 qualified)

## School Based Trainees

- Chloe Batchelor – Certificate 3 studying
- Jessica Smithers – Certificate 3 studying
- Ellie Wade – Certificate 3 studying

## Support and Relief Staff

- Sue Ngawhare – Cook (Food Safety Supervisor)
- Owen Lines – Maintenance
- Jarrad Batchelor – Cleaning & Maintenance
- Brooke Kentish-Boyle – Cleaning
- Chelsea Borland (Certificate 3 qualified) – Relief Educator
- Shawnee Scales (Certificate 3 studying) – Relief Educator

Staff names, positions, qualifications and photos are displayed near each playroom. In our foyer you will also find details of the staff member in charge of the service (Responsible Person).

## 2016 Centre Map and Education Teams



Education Teams		
Bambinos	Lead Educator Educator	Michelle Sam
Tiny Tots	Lead Educator Diploma Educator Educator	Karen/Amanda Taleia Courtney
Senior Tots	Lead Educator	Nicole Jacqui T
Big Kids	Lead Educator Educators	Shay Sarah Gina
Kindergarten	Teacher Diploma Educator	Suzan Mel
Relief & Support Educators		Teresa Karen Boyle

Room	Ratios & Educator Numbers	Total Room Number
Bambinos <i>From 6 weeks</i>	1:4 2 Educators to 8 children	8
Tiny Tots <i>From 15 months</i>	1:5 3 Educators to 15 children	12-15
Senior Tots <i>From 15 months</i>	1: 5 2 Educators to 10 children	10
Big Kids <i>From 2 years</i>	1:5 (24m – 35m) <i>No more than 10 under 3yrs</i> 1:11 (3-5yrs) 3 Educators to 24 children	21-24
Kindergarten <i>From 3½ years</i>	1:11 (3½ - 5yrs) <i>Approved Kindergarten Program</i> 2 Educators to 24 children	22
<i>Centre Totals</i>	12 Room Educators ( $\geq$ 6 Diploma Educators) 5 Lead Educators	<i>Capacity 75</i>

### Centre Ratios from 1<sup>st</sup> January 2016

**0-2 years** 1:4

**15 months – 2 years** 1:5 (approved until 31 December 2017)

**2-3 years** 1:5

**3-5 years** 1:11



## Our Playrooms

### Bambinos – up to 8 children daily

Our Bambinos room offers the perfect transition for your baby from home to our education and care environment. The Bambinos room features full air conditioning of inside rooms, kitchenette, separate climate controlled sleep room, and a large playroom with separate nappy change facilities. The playroom links to a spacious outdoor environment featuring natural shade, sandpit and exploration garden.

### Tiny Tots – up to 15 children daily

The Tiny Tots room is perfect for your toddler and their budding independence. Our Tots playroom features direct access to both toilet and nappy change facilities as well as our spacious outdoor area, featuring our majestic Poinciana tree and stage area. The tots room is fully air-conditioned, and features an open play space, whilst allowing opportunities for small group play that toddlers thrive on. This allows for your toddler to feel fully supported in exploring their environment, whilst building on their sense of independence.

### Senior Tots – up to 10 children daily

What a beautiful environment is available to children in our Senior Tots room! Capped at just 10 children, this room allows for an extended educational program for children who require a smaller group environment, or who are attending care for the first time.

Our Senior Tots room is fully air-conditioned, and includes a spacious outdoor environment. The Little Kids program focuses on self-help and independence skills, and on assisting children in preparing for larger group environments. Sharing a playground with the Tiny Tots room, our outdoor experiences allow for exciting educational experiences and challenges in a safe environment.

### Big Kids – up to 21 children daily

As the first room you see from the entrance, our Big Kids playground has undergone a recent transformation, allowing for more natural play and exploration. Our Big Kids room has been designed to allow for your child to play and move amongst peers, whilst being supported by our education team. Our Big Kids education team ensures that children are supported in their learning and care environment, in line with children's individual developmental needs.

Providing enrolments for children from 2-years-old also enables us to accommodate family groupings upon request. The Big Kids room features air-conditioned indoor environment, full toileting and nappy change facilities and spacious outdoor environment. Our alfresco dining is also a hit with the children – so much fun to enjoy a meal together outside whilst under the shade and protection of the verandah.

### Kindergarten – up to 22 children daily

*(year prior to formal schooling – 3½ years to 5 years)*

Approved Kindergarten Program



Our Kindergarten room, which features curriculum from the Queensland Kindergarten Learning Guidelines, and supported by the Early Years Learning Framework, provides the perfect entrance to your child to pre-formal education programs. With an educational program provided by a qualified teacher, our Kindergarten program incorporates foundational literacy, numeracy, LOTE,

science, social sciences with play based learning and music and movement, and is individualised to each child's needs and family requests.

Established as an entirely independent room, our Kindergarten room features age-appropriate play equipment that facilitates and encourages additional exploration and safe risk-taking. Children will work with our Early Childhood Teacher to establish their learning goals, which will be tracked in learning portfolios. Children interact within a safe and secure fully air-conditioned learning environment, gaining a respect and a sense of responsibility for their learning space.

As an Approved Kindergarten Program, all children enrolled in this room are required to attend at least 2 days per week (7½ hour sessions) and be eligible to receive funding under the Approved Kindergarten Program. Children completing this program will receive a Transition Statement for their primary school entrance, provided in Term 4, with graduation from our Kindergarten program to follow in the final week of Term 4. Creative Kids are active members of the Peninsula Early Learning Strategy, in conjunction with local state schools.

## **Waiting List**

Submitting a waiting list application does not guarantee you a position at Creative Kids, but does place you on our waiting list and advise us of your wishes. We are unable to estimate when positions will become available, as vacancies arise only when current families leave the centre or change their enrolment, which generally is something we cannot predict. We also cannot guarantee enrolment at your requested start date or required days. Creative Kids may offer you a position prior to your requested date as vacancies arise, or may offer you fewer days than you requested if we cannot meet your immediate request needs.

## **Enrolment, Orientation and Attendance**

Prior to enrolment, all families are required to complete all Enrolment Forms and return to the Director. This allows us to identify if you or your child requires additional supports or program requirements in order for us to best facilitate your introduction to our service in a safe manner. During your enrolment meeting, we will walk you through the items of information required and provide you with a tour of our centre. Creative Kids maintains the right to refuse enrolment where appropriate authorisations and enrolment information is not provided by families.

In order to facilitate a smooth transition to our service, we encourage families to participate in introductory visits. This allows your child time to get to know our educators prior to their first day, and also allows parents and families time to share information about your child. During this time, we will introduce your child to their new surroundings and peers. We encourage you to share any information regarding your child's needs, your expectations and to assist us in establishing the foundations of a successful partnership with you and your family.

Our centre operating hours are 6.30am to 6.30pm, however families are welcome to utilise our service for any hours within this window. All children at enrolment will be booked into their regular days. If you require additional days to those booked, please contact our office and we will assist you where we can.

When you arrive, please sign your child in on the book located in their playroom, and assist them to store their bag for the day. If you have any food or drinks in your child's bag, please place these in the fridge located in your child's room. We encourage children and families to wash their hands as they enter and leave our centre. We also have sunscreen available for you to apply in the mornings, and require children have their hat on. Now that your child is ready to play and join their class, please take them to their play area. One of our educators will greet you and your child.

If you have any medication, we ask that you hand it to an Educator – they will guide you through our medication forms and procedures. To ensure children's safety, no medications or lotions are to be kept in your child's bag.

At the end of the day, please sign out your child in their rooms. Our educators will communicate with you any messages from the day. At all times, we maintain an open door policy. Families are welcome and encouraged to spend time through the day at the centre to share in our program.

## Absences

We do ask that if your child is unable to attend on their booked day, parents are asked to notify the Director/Co-ordinator by 9:00 am. Child Care Benefit is paid for a child's absence due to public holidays, absences without a medical certificate and occasional absences from care for up to 42 days per calendar. Child Care Benefit can only be paid in excess of 42 days where approved supporting documentation exists (e.g. medical certificate). Any occurrences of absence beyond 42 days without supporting documentation will be ineligible for Child Care Benefit

Child Care Benefit can only be paid up until your last day of your child's physical attendance at our service. If they are absent on their last day of care, Child Care Benefit cannot be applied.

Under our Health, Hygiene & Infection Control Policy, children who have a contagious illness or are displaying health symptoms that make them unable to participate in our program (e.g. heavy cold, fevers, lethargy) will be unable to attend care. This is at the discretion of the Centre Director, or under direction of Qld Health during a community outbreak.

A child who has been excluded due to a contagious illness and will require a doctor's certificate or clearance to return to care. (*Refer to Exclusion Table*).



## Child Care Benefit and Rebate

Creative Kids is registered as an Approved Care Provider and those attending our centre can access both Child Care Benefit and Child Care Rebate where they are eligible.

Where families are eligible to receive Child Care Benefit to reduce their child care fees, this will be applied to your child care fees directly as an estimate. Families will have a percentage of benefit they are eligible for, and an hour limit of eligibility (being 24 hours, 50 hours or 60 hours). Where your child attends beyond their hour limit eligibility, full fees will apply.

Where families meet the Work, Study, Training test (are eligible for 50 or 60 hours of care), you may elect to receive your Child Care Rebate as reduced child care fees. We encourage families to have the child care rebate paid directly to our service. Please contact Centrelink to change your payment choice.

In order to receive Child Care Benefit and Rebate, families must provide Creative Kids with current and accurate information including:

- Child's full legal name, date of birth and Customer Reference Number (CRN)

- Full legal name, date of birth and Customer Reference Number (CRN) of parent/guardian registered for Child Care Benefit with Centrelink

Creative Kids receives information directly from DEEWR (Department of Education, Employment and Workplace Relations) through our CCMS (Child Care Management System) portal. As such, we are unable to change any aspects or information regarding your family circumstances, and our systems are designed to use only the information provided to us through the CCMS portal. If you need to change any details regarding your family circumstances, please contact the Family Assistance Office on 136150 or use the online services available at [www.centrelink.gov.au](http://www.centrelink.gov.au). An app is also available for access to your information. The Express Plus mobile app can be downloaded from the [App Store](#) and [Google Play](#)™.



Please note that all statements provided by Creative Kids are estimates using current information provided through the CCMS portal. Where a family's circumstances change, affecting your eligibility for Child Care Benefit, the account holder will be required to pay the actual fees (including full fees where Child Care Benefit lapses or is paid at 0%)

## Fees

All centre fees are to remain paid two weeks in advance at all times. Public Holidays and Absences are subject to payment. A copy of our current Schedule of Fees is available at the office. Please note that you will be liable for full fees if you book child care and your child does not attend the first and last day of your booking.

An overdue fee of \$10 per week may be applied to your account if the requirements of fees paid two weeks in advance are not maintained. Repeated failure to pay fees may also result in your child's place being forfeited until fees are brought up to date. This fee is not eligible for Child Care Benefit or Child Care Rebate. If your child is not collected from the centre by 6.30 pm a fee will be charged at \$30 for every 15 minutes or part thereof. This fee is not eligible for Child Care Benefit or Child Care Rebate. This fee pays staff overtime as two staff members must be present.

Parents who wish to alter or discontinue child care with Creative Kids must provide two weeks written notice prior to termination of care or change of booked days. Your child must attend their last day of care for CCB to apply.

## Payment of Fees

Creative Kids prefers the payment of Child Care fees through the EziDebit system. Alternative payment methods include EFTPOS and Bank Transfer. A 2% surcharge applies to any credit card transactions made via EFTPOS. Creative Kids does not carry cash change. Where an EziDebit transfer fails, a \$2 administration fee will be applied to your account.

A receipt of all payments made will be shown on your account statement issued each Friday. You may elect to receive your statement by email (preferred) or as a paper statement placed in your child's room pocket. Any fee queries can be directed to the Centre Director or office staff,

# Reading a Fee Statement

Your fee statement shows all charges and credits during a designated statement period (Green highlighted items)

Each fee statement includes 2 summaries.

A daily "running" summary for each child (Pink highlighted items)

A weekly "total" summary for each child. (Yellow highlighted items)

**STATEMENT**

CREATIVE KIDS EARLY CHILDHOOD CENTRE  
 1295 ELIZABETH AVE  
 CLONTARF QLD 4019  
 Ph: 07 3284 0739  
 Email: creativekids@optusnet.com.au  
 ABN: 80107127079  
 --- 107127079

Personal Account  
 Statement Printed: Tuesday, 10 November 2015  
 Statement Begins: Monday, 9 November 2015  
 Statement Ends: Sunday, 22 November 2015  
 Due Now: \$204.18

**Annotations:**

- Green:** Date that the statement charges go to; Current fees Due or in Credit
- Pink:** Daily CCB and CCR entitlement in \$ applied to your daily fee; Full Day Fee; Number of Hours Per Session; Any Fee Payments made (EFTPOS, Direct Debit etc) will appear in the Credit column; Daily Gap Fee; Running Fees Total (Similar to a Bank Balance) A '-' means owing
- Yellow:** CCB Percentage; Weekly Total Fee before CCB & CCR; Weekly CCB Applied to Account; Gap Fee - What you pay weekly for your child's fees; Total Session Weekly Hours used per week

Date	Description	Hours	Fee	CCB	CCR	Debit	Credit	Balance
09-Nov-15	Balance Carried Forward						0.00	\$-0.00
11-Nov-15	Daily Fee	11.00	85.00	22.63		62.37		\$-62.37
13-Nov-15	Daily Fee	11.00	85.00	22.63		62.37		\$-124.74
13-Nov-15	Daily Fee	11.00	85.00	22.63		62.37		\$-187.11
13-Nov-15	Daily Fee	11.00	85.00	22.63		62.37		\$-249.48
13-Nov-15	Daily Fee	11.00	85.00	22.63		62.37		\$-311.85
13-Nov-15	Daily Fee	11.00	85.00	22.63		62.37		\$-374.22
13-Nov-15	Daily Fee	11.00	85.00	22.63		62.37		\$-436.59
13-Nov-15	Daily Fee	11.00	85.00	22.63		62.37		\$-500.00

Week Start	Week Ends	Child	Percentage	Session	Hours	Fee	CCB	CCR	Gap
9/11/2015	15/11/2015		104%	24	24.00	\$210.00	\$226.84	\$0.00	\$-16.84
9/11/2015	15/11/2015		104%	24	24.00	\$210.00	\$226.84	\$0.00	\$-16.84

**Our BSB:** 633000  
 Reference: CCBED  
 Recycle them for

**YTD Absences:** 1 Last Update(9/11/2015)  
 1 Last Update(9/11/2015)  
 1 Last Update(20/09/2015)

**CCR Paid YTD:** \$0.00  
 \$0.00

Note: Payable in advance and CCR estimate is based on hours. Make CCR pay

Please see any of our office staff if you have questions regarding how to read your fee statements.

## Priority of Access

The federal government has determined priority of access guidelines for long day care centres that are able to offer Child Care Benefit. The priorities include:

- A child at risk of serious abuse or neglect.
- A child of a single parent who satisfies, or both parents who satisfy the work/training/study test under Section 14 of the Family Assistance Act.

Within these main categories there are priorities that need to be considered. Please see the Director for full details. Centres need to assess priority within these groups and may ask for evidence in order to assess priority. Access to care is determined by the above criteria. No other factor such as gender, culture, religious convictions, disability or socio-economic status will influence the priority placement of children.

If a family is currently using care, and a family with a high priority applies, then Creative Kids may have to ask families to change days or reduce care until more places become available. This will be done by Director/Co-ordinator

## Security Key Tag

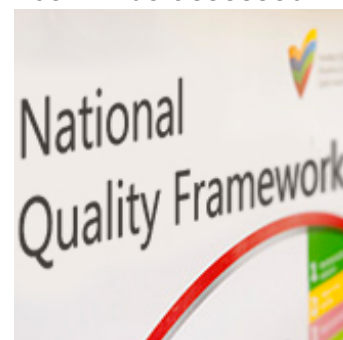
Creative Kids maintains a touch key tag security system. This allows us to know who is in our centre at any time. A key tag is required to enter and leave the building. Parents and Families are required to apply for key tags and we require a \$20 bond deposit for each key tag to cover the replacement costs of each tag. This will be applied to your Creative Kids account. When your enrolment at Creative Kids ceases or you no longer require a key tag, you may return your key tag and apply to have the Key Tag Bond refunded to your account. If your Creative Kids fees account is at a zero balance when you leave, this money will be refunded to a bank account of your preference. If you have lost your keytag, a \$20 bond deposit per replacement tag will be required for a new tag. This will be applied to your account.

## The National Quality Framework

The NQF covers most long day care, preschool, outside school hours and family day care services across Australia. The Australian Children's Education and Care Quality Authority (ACECQA) oversees these changes nationally for the benefit of families. Working with state and territory governments, ACECQA aims to ensure the best possible start in life for children in approved services. Under the NQF, services are assessed against seven quality areas:

The National Quality Standard consists of seven quality areas. Each of the seven quality areas has two or three standards. These are the standards that your child's service will be assessed against. The seven quality areas are:

- Educational program and practice
- Children's health and safety
- Physical environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Leadership and service management



## Educational Program

We aim to provide a high quality early childhood program that provides a safe and nurturing environment in which for children to reach their peak development. It will promote the physical, social, emotional, language, aesthetic and cognitive development of all children, whilst responding to the individual needs of each family. It will nurture each child's self-esteem, self-reliance and competence.

Creative Kids will provide a program that is developmentally appropriate and meets the needs of all of the children attending the centres. The program will promote the development of each child's social, physical, emotional and intellectual potential, including language skills and creativity and will complement the home environment.

## **STATEMENT for EARLY YEARS LEARNING FRAMEWORK – Belonging, Being, Becoming**

The Framework is a curriculum framework that will guide early childhood educators in developing quality education programs. The framework describes the principles, practices and outcomes to support and enhance young children’s learning from birth to five years of age, their transition to school. This will help ensure consistency in the delivery of learning programs around Australia. The Framework has a strong emphasis on play based learning. The Frameworks also recognise the importance of communication and language (including early literacy and numeracy) and social and emotional development. In addition, the Frameworks have a focus on successful transitions to formal schooling.

The five Learning Outcomes are designed to capture the integrated and complex learning and development of all children across the birth to five age range. Each service will be led by an Educational Leader who will assist Educators in implementing and linking to outcomes to the child’s learning journey.

The outcomes are:

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators.



Our Educators have displays of current learning within the children’s educational program throughout the playrooms. Educators also maintain individual portfolios for each child, demonstrating their educational and development journey. We encourage families to participate in our Educational Program. You can do this by providing input to our learning opportunities, providing reflection or input from your home experiences or through the sharing of your resources or skills. If you would like to discuss any elements of your child’s journey, please make an appointment with your child’s Lead Educator for a discussion. Please refer to our [Educational Program Policy](#) for more information.

Children enrolled in our Approved Kindergarten program will also receive a transition statement. Transition statements are created to build a shared and accurate picture of each child’s learning at the end of the Kindergarten year. They include information about learning in each of the five learning and development areas. Transition statements help each child’s parents/carers, teachers and other partners plan ways to support the child’s transition into school.

## **Quality Improvement Plan**

The National Regulations require approved services to have a Quality Improvement Plan (QIP). The aim of a QIP is to help providers self-assess their performance in delivering quality education and care and to plan future improvements. The QIP also helps the regulatory authorities with their assessment of the service. A QIP helps providers to document the strengths of their services and to recognise areas for improvement. A copy of our QIP is located in the main hallway on our “Quality Improvement Opportunities” wall. Your feedback regarding any improvement opportunities is always welcomed and encouraged.

## **Delivery and Collection**

Much of the communication between staff and parents occurs at an informal level as families drop off and pick up children. Both families and staff need to be aware of the importance of passing on information which helps both parties better anticipate children’s behaviour. We request families to inform staff of any changes that may affect your child e.g., if your child has had a bad night, if

there are any changes occurring in the pattern of family life, if you are starting toilet training etc. We value these opportunities to share information.

At the time of enrolment, the parent / guardian must provide the names of persons authorised to collect the child. From time to time, the circumstances of all families are subject to change, and therefore other responsible authorised adults may be required to deliver or collect children from or to a senior staff member. It is the parent / guardian's responsibility to inform the centre staff (in writing) of any change to the names of persons authorised and / or court orders affecting the child. Children will be released to authorised adults only. Adults must be 18 years and over. A letter of authorisation and a phone call informing senior staff of any persons other than those previously stated on enrolment form must be received before the child can be released and proof of identification produced by the person picking up the child. Any person attempting to pick up a child who is not listed on the enrolment form will not be allowed to remove that child from the centre until Creative Kids is satisfied that the individual meets documentation requirements under the *Acceptance and Refusal of Authorisation Policy*.

## Codes of Conduct for Adults

- Adults (Parents, guardians, family members, community visitors)  
*This is a summary of the Creative Kids Codes of Conduct Policy (50.15)*

### Principles

- **Safety** – Staff and Adults must comply with all policies and procedures of Creative Kids.
- **Ethical Conduct** – Staff and Adults must always act in the best interests of the children and the Creative Kids community
- **Support** – Staff and Adults must work in a co-operative and positive manner
- **Communication** – Staff and Adults must be courteous and use acceptable verbal and non-verbal language. All Creative Kids community members, including children, must not use profane, insulting, harassing or otherwise offensive behaviour
- **Respect** – Staff and Adults will demonstrate respect for diversity and should refrain from all actions that constitute harassment or discrimination

**Confidentiality** – Staff and Adults must comply with Creative Kids Confidentiality of Information Policy and respect the confidential nature of information gained, or behaviour observed, while participating in the program

### Adults Code of Conduct

#### *In Relation to Children at Creative Kids*

- I will be a positive role model at all times
- I will treat all children with courtesy and respect
- I will always speak in an encouraging and positive manner
- I will refrain from any public criticism of a child at Creative Kids
- I will remain aware that any behaviour guidance of the children is the responsibility of Creative Kids Educators and Staff

#### *In Relation to Other Adults (including Staff and Educators)*

- I will be treat all adults with courtesy and respect
- I will regard all adults with respect and dignity
- I will always speak in respectful tones and use positive language
- I will support a welcoming and inclusive environment
- I will encourage and be engaged in open communication
- I will respect the decisions of Creative Kids Educators and Staff
- I will work collaboratively with Creative Kids Educators and Staff to resolve any issues that may arise



- I will follow the Creative Kids Grievances and Complaints Management Policy
- I will respect other people's privacy and confidentiality
- I will refrain from any public criticism of an adult or staff member at Creative Kids
- I will respect the property of Creative Kids and other people's property
- I will not threaten, abuse, bully or harass another adult, including educators and staff. This includes physically, psychologically or through online methods.

## Acceptance and Refusal of Authorisations

At enrolment, Creative Kids must obtain authorisation from parents and authorised nominees in some circumstances. These include:

- Administering medication to children
- Children leaving the premises in the care of someone other than their parent
- Children being taken on excursion

Creative Kids may exercise the right of refusal if written or verbal authorisations do not comply. This includes the refusal to provide care. Creative Kids may waive compliance with authorisation requirements where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma.

## Medical Conditions in Children

A medical condition means a condition that has been diagnosed by a medical professional. This includes asthma, diabetes, or a diagnosis that a child is at risk of anaphylaxis. Creative Kids has in place a set of requirements in the event that a child enrolling/enrolled at the service has a specific healthcare need, allergy, or relevant medical condition

These requirements include:

- Parents to provide a medical management plan
- The medical management plan to be followed in the event of an incident
- Development of a risk-minimisation plan
- Development of a communications plan

Where Creative Kids is made aware of a child enrolling/enrolled at the service who has a health care need, Creative Kids must provide the parents with a copy of the medical conditions policy. At this point, Creative Kids will request an Action Plan to ensure that we handle any medical risks appropriately and to ensure the child's safety at all times. Creative Kids reserves the right to refuse entry to any child who attends the Centre without medical prescribed by the identified child's medical practitioner in relation to the identified child's specific health care need, allergy or relevant medical condition. Once this information is supplied and a Medical Action Plan can be implemented, enrolment may commence.

Also refer to [Medical Conditions in Children Policy](#)



## Excursions and Escorted Journeys

Families are advised prior to an excursion and asked to fill in a Permission Form giving full details of the excursion, as per Acceptance and Refusal of Authorisations Policy. Local excursions may include a visit to the adjoining halls for larger group experiences (e.g. Performing Artists) and guided walks around our centre to enjoy the natural environment. A risk assessment of each excursion will be conducted prior to permission being sought.

Excursions may incur a small extra charge to cover entry fees and other costs. Parents will be made aware of these costs prior to the excursion.

## What To Bring Each Day

Note: The centre supplies lunch, afternoon tea and a late afternoon snack for children after 5:00 pm, with breakfast also available for children before 7am. Please read the daily menu on display in the foyer for the meals of the day.

Families are asked to provide the following for their child every day of attendance:

### Bambinos and Tiny Tots

- A piece of fruit for morning tea or, in the case of infants, custard, yoghurt etc.
- Formula or milk for infants for the day
- One (1) take home nappy.
- Cot sheet, bunny rug or blanket for winter in a sheet bag / pillow case. Sheet must be big enough to cover mattress or bed.
- Three changes of clothes .
- Several pairs of underpants. Additional changes are suggested if you child is toilet training.
- Legionnaires or wide brim hat.
- No toys (unless comforters for children during rest periods).
- Sipper cup or water bottle.
- All items to be clearly named.

### Senior Tots, Big Kids & Kindergarten

- A piece of fruit for morning tea.
- Parents are required to supply **all** nappies for the day.
- Flat sheet for rest time and in winter a small blanket. Sheet must be big enough to cover mattress or bed.
- Spare set of clothes and underpants.
- Legionnaires or wide brim hat.
- No toys (unless comforters for children during rest periods).
- Water bottle.
- All items to be clearly named.

## Nutrition

Creative Kids aims to provide 50% a child's nutritional needs through our menu provisions. Families are to provide a **healthy morning tea of fruit, vegetables or yoghurt for each child daily**. We ask that families place named child's fruit in the baskets, containers or refrigerator as directed by your child's room educators. The centre provides lunch and afternoon snacks. They contain serves from each of the five food groups. Creative Kids also offers a breakfast menu until 7am. Our weekly menu is on displayed on the large chalkboard in the main hallway near the front door. We ensure than children have access to water at all times.

Where possible, please do not send food items in glass bottles or jars or in plastic bags. Creative Kids is actively working towards creating a sustainable environment. Small reusable named containers or 'nude food' is encouraged. Creative Kids is also allergy aware. We request that morning tea provided by families contains no peanut butter or any food products containing traces of nuts.

If your child's eating habits change, we will contact you to discuss alternative options to assist your child at this point. All foods will be stored and served at safe temperatures as per our Food Safety Program. We ensure the health and hygiene of children at staff at all times during food handling.

## Dental Care

Children's first teeth are important because apart from being needed for chewing and speaking; they help to keep spaces for the permanent teeth. Creative Kids aims to ensure all children have a good understanding of the importance of dental hygiene through our food and nutrition provisions. We will endeavour to encourage families to pursue good dental hygiene practices in the home and will support parents by providing information and discussions with children.

- While we do not expect children to brush their teeth whilst at the centre, our educational program may include discussions, visual images and songs will enhance children's understanding of dental hygiene to assist children in gaining a better understanding of dental health.
- Drinks, with water as the primary drink will also be available at all times throughout the day as well as after meals as this helps to clear the mouth of excess food.
- Our nutritional provisions and programs will include discussions about appropriate choices to promote dental health.
- **Only water** is to be provided in drink bottles.

## Sun Safety

At Creative Kids we avoid full sun experiences between the hours of 10am and 2pm, or when UV rating is at the extreme level. In summer we encourage the children to play in outdoor shaded areas at all times and provide experiences to foster this. Prior to outdoor play, Creative Kids will ensure that all children have sunscreen applied. Sunscreen is available for parents to use as part of their morning routine.

When outside, we encourage the children to follow the "Slip, Slop, Slap" approach to sun safety. We ask the families to apply 30+ broad spectrum sunscreen to their child before they arrive at the centre. This is applied to any exposed parts of the body. A sun protective hat – that is either: a broad-brimmed, bucket or legionnaire's style and sun safe clothing (sleeves required) is to be worn when outside. All adults are required to role model sun safe behaviours.

## Health Issues In Child Care

Creative Kids Health and Safety Policy have been developed to protect both children and adults within the centre. The policy will be strictly upheld. When a child is generally unwell, families are to make alternate care arrangements for their child. Signs of illness include cough, runny nose, lethargy and fever. Parents are requested to notify the centre within 24 hours if your child has contracted any communicable disease.

Creative Kids will notify families if their child is obviously unwell or develops a fever (38°C+) whilst they are in care. In the event of a fever, Creative Kids will take measures to reduce discomfort for children cause by fevers. This includes: removing additional layers of child's clothing to leave just a light layer of clothing; give drinks of clear fluid (like water) at room temperature; keep child cool, but do not cool rapidly; use a washer of lukewarm water.

If Creative Kids requests that families collect their child and family member is unable to do so, or is not contactable after 1 hour, the Director/Co-ordinator will ask that an emergency contact person be called. Please ensure that your emergency contact person is in a position to fulfil this requirement e.g., has transport, is contactable etc.

Creative Kids does not supply Paracetamol or Ibuprofen. If parents wish for their child to have pain relief, this must be provided by parents, along with a current doctors letter stating the dose and reason for administration. Unless otherwise stated in a doctors letter, Creative Kids will only administer pain relief medication for two consecutive days in a calendar month.

If an emergency situation occurs the Director/Co-ordinator, or their nominee, will make every attempt to notify family members and take action to acquire medical attention if they consider it necessary. Children are not able to attend the centre if they show any signs of a contagious illness e.g., diarrhoea, chicken pox, conjunctivitis; school sores or other infestations e.g., head lice. (Refer to Exclusion Table For Infectious Diseases). A clearance letter from your doctor is required before a child can recommence care after suffering from a contagious illness.

## Medication

Administering medication to a child is considered a high risk practice. Authority must be obtained from a parent or legal guardian before educators administer any medication (prescribed or non-prescribed). Where possible, we request that medication be given at times when the child is in the family's care. However, when this is not possible the following guidelines apply:

- Children who have long-term conditions and are prescribed ongoing medication must have a doctor's certificate stating that the medication is to be given. A current doctor's certificate needs to be supplied every three months. Medication must always be within the expiry date.
- All medication is to be provided by the parent (including paracetamol).
- No **prescribed** medication will be given to children without the container clearly stating:
  - Date
  - Name of child
  - Name of medication and Dosage
  - Expiry/Use-by Date
- All **non-prescribed** medication must be clearly labelled by a pharmacist stating:
  - Date
  - Name of child
  - Name of medication and Dosage
  - Condition of use
  - Expiry/Use-by date

All medications to be administered whilst the child is in care must be fully written up on their Medication Authority Form located on the rooms lockers. All medicines are to be kept in the locked container in the refrigerator. At no time will children be able to self-medicate. Children who are given prescribed medication or non-prescribed medication for the first time must be absent from the centre for the first 24 hours to be certain that no allergic reaction occurs during care. Medication will not be administered if any of the required information is not correct on the label or medication records. Medication must not be premixed into formula or food unless specifically advised by medical professional. Under no circumstances will medication be administered if it does not display a current Expiry or Use-by Date.

## Immunisation

It is the policy of Creative Kids to provide a service that is safe and (as much as possible) free from disease. Creative Kids strongly encourages and endorses the National Immunisation Program. Families should consult with their medical practitioner for further information regarding their immunisation. Staff and children whom are not immunised against possible infectious diseases will, in the interests of their health and safety, be excluded from the centre for any known period of contamination until they have received the appropriate vaccination, or have written certification as to be declared as holding natural immunity by their GP.

Families upon enrolment are to complete the immunisation schedule and provide your child's Australian Childhood Immunisation Register immunisation History (preferred) or Queensland Health Book for verification. Creative Kids will require families to update their child's immunisation records where their status changes. This will be requested at re-enrolment annually. Creative Kids will assume at all times that the immunisation records with the latest date is the current reflection of the child's immunisation status and will take all actions based on this information.

## Injuries

The health and safety of the children is of the utmost importance. Children are always within sight and hearing of staff at all times to minimise accidents and injuries to children and educators. Educators will always manage risks according to the individual child's age and developmental stage, allowing children to take safe and supervised risks that are appropriate to the child's abilities.

In the event of an injury, immediate action is taken using the Administration of First Aid, Incidents and Critical Injury Policy procedure for Incident guidelines in applying immediate first aid, reassuring and comforting the child until they have recovered or their parent / guardian has arrived. If we are unable to contact the parent / guardian then the Director/Co-ordinator (or another staff member) will act as agent on the parent / guardian's behalf and seek emergency medical treatment. In the event of an accident an Incident Report is filled out to give parents details of what occurred. The Director/Co-ordinator or Lead Educator will present the report to you for your perusal and signature. In the event that of an incident requiring medical treatment, Creative Kids will report using "Notification of Serious Incident" Form SI01, forwarded to Office for Early Childhood Education and Care (Caboolture office) within 24 hours of notification of serious incident.

## Parent involvement

Creative Kids has an open door policy. We welcome you to our centre throughout the day to share in the experiences your child is participating in, to enjoy lunch with your child or to read a story to the group. We encourage regular and thorough discussion between parents and carers. Our team appreciates discussing individual children with their parents and will always make the time to be available. We are on Facebook at: <http://www.facebook.com/CreativeKidsClontarf/>

We also use communication books for various messages. Newsletters are released bi-monthly with parent's pockets and emails being used as distribution channels for these and other notices. We also encourage emails from families and are able to share these with the children via our iPads and AppleTV where families wish to share special events. We encourage you to raise any concerns that you may have with your child's Lead Educator. We appreciate your feedback.

## Grievance Procedures

If a situation arises at the centre and you have some concerns about a particular issue please address them to either:

- Room Lead Educator if it concerns the program, their daily routine or behaviour or other educators that may be involved with your children's' daily program.
- The Director/Co-ordinator / Licensee if it concerns a Lead Educator, the room program, other educators or staff members, centre policies, management queries or if your previous concerns have not been addressed.
- Alternatively please forward any suggestions or concerns to the following email addresses. All correspondence will be treated sensitively and within confidentiality requirements. You

may address concerns to the Early Childhood Centre Director at [creativekids@optusnet.com.au](mailto:creativekids@optusnet.com.au) or to our Operations Manager at [ckeducators@optusnet.com.au](mailto:ckeducators@optusnet.com.au)

- Our Approved Provider, Maria Batchelor, can be contacted on 07 3284 0739.

Should you wish to take matters further please contact –

Office for Early Childhood Education and Care

North Lakes Regional Office

Level 3 – 10 The Corso

North Lakes QLD 4509

Phone: 07 5433 6106

Fax: 07 5433 6129

Email: [caboolture.oeccec@dete.qld.gov.au](mailto:caboolture.oeccec@dete.qld.gov.au)

## Behaviour Guidance

Child rearing beliefs and practices vary greatly among families and cultures. It is with this in mind that we have formulated guidelines for managing children's behaviour. Good early childhood practice ensures :

- Children are encouraged by staff to resolve conflict, solve disagreements and problems and express their feelings and frustrations.
- Staff use no form of physical punishment, intimidation or humiliation
- A sound understanding of child development assist staff in establishing clear, well-defined limits.

Expectations of children's behaviour are both age appropriate and realistic. All children are aware of the behaviour expect of them at the Centre. Behaviour Management is consistent and implemented by all staff. Creative Kids established behaviour guidelines and expectations through the creation of respect guidelines in the areas of:

- Myself
- Belongings
- Environment
- Others

## Emergency Procedure

Our centre has an "Emergency Evacuation Procedure" that is prominently displayed in each room. Staff and children participate in Evacuation practices and fire drills at least every 3 months.

## Birthdays

Children and staff delight in celebrating children's birthdays. A simple birthday cake and candles is sufficient. We ask that if you wish your child to blow out the candle that you supply a separate cupcake where possible. Lollies, soft drinks and other goodies are neither required nor encouraged. Birthday celebrations are usually organised at afternoon tea time and photos are taken. Family members are welcome to join in the celebrations.

*Thank you*

Thank you for choosing Creative Kids as part of your child's educational journey. We hope that the information provided has been valuable for you and your family. Our staff and Director are always happy to discuss any aspect of your child's care.

Our aim is for families and staff to work together to ensure the provision of quality in the care and education of each child. Please feel free to read our policy manual, which is located in the office or online at <http://www.creativekids.net.au/family.html> This manual documents all our policies, practices and procedures and is used as a guideline in the operation of our Centre.

# *Additional Notes*