



Creative Kids Outside School Hours Care

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2016 FAMILY HANDBOOK

Last Review: November 2014

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 ECC 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 info
November 2014 Published December 2014	2015 edition. Updated rooms information and staff information. Amended minor errors. Add waiting list & enrolment procedure
November 2015 Published December 2015	2016 edition. Amended minor errors. Added Code of Conduct. Amended educator details.

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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 and middle childhood years!

General Information

Company name:	Batchgoi Pty Ltd	
Trading as:	Creative Kids Outside School Hours Care – SE-00002404	
Owned by:	Maria Batchelor	
Approved Provider:	Batchgoi Pty Ltd – PR-00000447	
Business addresses:	195 Elizabeth Ave, Clontarf, QLD, 4019	
Phone:	Outside School Hours Care	(07) 3284 0195
	Early Childhood Centre	(07) 3284 0739
Fax:	Outside School Hours Care	(07) 3883 4413
	Early Childhood Centre	(07) 3284 0839
Email:	creativekidsoshc@bigpond.com	
A.C.N:	107 127 079	
A.B.N:	80 107 127 079	

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

Creative Kids OSHC and Creative Kids ECC 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 OSHC and will be referred to as “Creative Kids”.

Our Philosophy

Relationships: We aim to provide a physically safe and emotionally secure active learning environment where children can explore, experiment, co-construct and critically reflect with a variety of materials and experiences. We do this by encouraging a supportive, confidence-building atmosphere that promote physical, emotional, intellectual, creative and social growth. Creative Kids aims to provide a safe, secure and educational environment for children, providing smooth transitions from formal schooling to outside schooling care.

Diversity and Equity: We believe that all children are equal and have the right to be treated with dignity and respect. Creative Kids is a community that offers open-ended environments that encourage children to develop their capabilities and interests at their own pace, according to their individual needs. A spirit of warmth, encouragement and respect is the foundation of our programs and it takes advantage of children's reflexivity and natural curiosity along with their motivation to learn.

Partnerships: We recognise the importance of families as the child's main carer and therefore we support the family unit by acknowledging the important link of the family to our centre and to provide ongoing support and growth for all children. We also recognise the importance of valuing the cultural background of each child, and embracing this individuality. We employ educators who have a positive pedagogical outlook and who have a genuine love and concern for the wellbeing of the children in our care.

Lifelong Learning: Following the principles of Vygotsky, we feel that children develop through interactions with significant people in their lives. We also acknowledge that following the principles of internalisation children gain mastery of "knowing how"; the mastery of skills occurs through the activity of the child within society. Creative Kids will continue to actively work towards building a future for our children and future generations where they can explore a thriving natural environment. Creative Kids aims to do this through implementing sustainable practices in daily routines and embedding education for sustainability principles in children's programs.

Quality: We provide a centre that is safe and well supervised, where the children can feel a sense of belonging and control. We provide a service that meets the needs of our community.

Reflective Practice: Through the vision and guidance of the Framework for School Aged Care, "My Time, Our Place", each individual child is observed through an assessment cycle. These observations are interpreted, and plans are made for further curriculum involvement to enhance the development of the whole child and for each individual child's wellbeing.

Learning through Play: The curriculum we offer is developmentally appropriate, and is guided by children's interests, skills and areas for growth. We believe that "*Children do not all progress in the same way nor at the same rate*" (Stonehouse) and we value the opportunity to engage with children through their play and leisure choices. We believe in the importance of play and leisure to the development of children through early and middle childhood. We believe that children need a balance between indoor and outdoor play, quiet and active learning experience, individual, small and large group experience opportunities and planned and spontaneous learning. We believe that children are the best guides in the learning process. We value the importance of play opportunities for children in primary school and aim to provide opportunities for them to investigate their world, and identify ways to discover their own place in the world.

At Creative Kids, we always aim to give more cuddles and smiles – by creating regular opportunities to share friendship, security and trust, we create a shared vision for a safe and happy environment.

Our Values

THE WELFARE OF THE CHILDREN

We welcome the children into a physically safe and emotionally secure environment giving them a sense of belonging and well-being. We demonstrate value of our environment through creating a sustainable future for all children and future generations. We respect the Rights of the Child.

RESPECT

We recognise the beauty, value and contribution of all children, families and educators and maintain an attitude of respect for each individual and their diverse backgrounds.

COMMUNITY

We acknowledge the traditional custodians of the land on which Creative Kids stands. We pay our respects to those that have walked this land before us, and the traditions, cultures and hopes for the future and for the hopes of Aboriginal Australia. We value the input and involvement of our local community and cultures.

TEAMWORK

We have a genuine care and concern toward each other. We support and respect the contribution made by each team member, working in unity. We believe in the strengths of each member of the Creative Kids team – as individuals and together.

RECOGNITION

We recognise our educators as Early Childhood Practitioners. We also value the involvement and contributions of children and families, including their cultural differences and diverse backgrounds. We recognise the educational input of all members of the Creative Kids community.

PROFESSIONALISM

In all interactions, Creative Kids educators and staff will work in a professional manner. This includes written, verbal and non-verbal communication. Creative Kids values the professionalism of all educators, and the role they play in providing optimal opportunities for development in a play-based environment. Creative Kids values life-long learning and all educators are encouraged to actively participate in Professional Learning.

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 to consist of a 5 room Early Childhood Centre and, in 2011, Creative Kids expanded its services and opened a 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 Outside School Hours Care consists of Before School Care, After School Care and Vacation Care.

- Before School Care operates Monday to Friday, 6.30am to 9.00am during School term.
- After School Care operates Monday to Friday, 2.30pm to 6.30pm during School term.
- Vacation Care operates Monday to Friday, 6.30am to 6.30pm during published school holidays and on regulated Pupil Free days dependent upon numbers.

Creative Kids is NOT open on public holidays.

Our Team

At Creative Kids, we recognise that an exceptional School Age 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)
- Regina Carlton – Nominated Supervisor and Centre Director (Diploma qualified, MR licence)
- Jacqui Stewart – Operations Manager and Educational Leader (B. ECS, Cert IV TAE)
- Cath Richards – Accounts Manager (Diploma qualified)

Educators

- Joy Smith (Diploma studying, Certificate 3 qualified, MR licence)
- Shawnee Scales (Certificate 3 studying)
- Jade McNaughton (B. Education studying, Certificate 3 qualified)
- Jacqui Midwinter (Certificate 3 qualified)
- Chelsea Borland (Certificate 3 qualified)

Support Educators

- Rebecca Killen (Certificate 3 qualified, B. Education studying) – Relief Educator
- Juan Troncoso
- Chloe Batchelor (School Based Trainee, Certificate 3 studying)
- Jessica Smithers (School Based Trainee, Certificate 3 studying)
- Andrew Mealin (Relief) (Certificate 3 qualified, LR licence) – Relief Educator

Support Staff

- Karen Boyle (Administration and Relief) (Certificate 3 qualified)
- Jarrad Batchelor (Cleaning & Maintenance)
- Brooke Kentish-Boyle (Cleaning)
- Owen Lines - Maintenance

Details of our service staff including details of the staff member in charge of the service (Responsible Person) is located near the Sign-In area.

Our Service

Before School Care – 6.30am to 9.00am School Days

Creative Kids provides Before School Care to all schools on the Redcliffe Peninsula. Before School Care operates 6.30am to 9.00am. Before School Care operates during School Term time only. Breakfast is available to children at Before School Care, and offerings include cereal, toast and the occasional special cook-up of pancakes or bacon muffins. We endeavour to commence our before school bus run at 8am as some schools commence class at 8.20am. Please call the centre prior to 8am if you are running late.

After School Care – 2.30pm to 6.30pm School Days

Creative Kids provides After School Care to all schools on the Redcliffe Peninsula. After School Care operates 2.30pm to 6.30pm. After School Care operates during School Term time only. Afternoon Tea is available to children at After School Care, and offerings include fruit, a nutritious meal offering, as well as cooking experiences for the children to participate in. We commence our after school bus run at 2.15pm as some schools conclude class at 2.30pm. All buses generally return to the service by 3.30pm (subject to traffic). Please call the centre prior to 1pm if you need to alter your after school care arrangements. Please note that we are not able to transport children to alternative after school activities (e.g. sporting commitments, musical lessons) or to collect children from after school activities.

Vacation Care – 6.30am to 6.30pm School Holidays and Published Student Free Days

Creative Kids Vacation Care provides full day (Monday to Friday 6.30am to 6.30pm) care for children currently attending school in Prep to Year 6. Our Vacation Care program incorporates excursions around the Redcliffe, Sunshine Coast and Brisbane area to ensure that children have an incredible holiday experience. Our Vacation Care program is open to all children, including those attending school off the Redcliffe Peninsula. We strongly encourage families to book in early to vacation care, as many days fill quickly. Our Vacation Care program is generally published 4 weeks prior to school holidays, however families who know their vacation care booking requirements are able to book in prior to this date.

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.

Enrolment, Orientation and Attendance

Prior to enrolment, all families are required to complete all Enrolment Forms including Authorisations and return to the Co-ordinator. 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 family's 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. We do realise that this is not always possible – in this case, please let us know and we'll ensure that we provide any additional information to you that you may need.

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. Our office is generally available all day, however if we are unavailable, you can leave a message with our office staff on 3284 0195.

When you arrive, please sign your child in on the book located at the Sign-in table, and ensure that they store their bag and belongings safely. If during Vacation Care you have any food or drinks in your child's bag that require refrigeration, please place these in the fridge located in your kitchen. 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 also ask that children have their hat on. One of our educators will greet you and your child. If you have any medication, we ask that you hand it directly 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. If your child has medication that is to be delivered to school, please let us know so we can assist in making sure it is signed in at school.

At the end of the day, please sign out your child at the Sign-in table. 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 Co-ordinator at the latest by 7.30 am for Before School Care and Vacation Care and by 1pm for After School Care. 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.

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. Payment rates for school aged children are 85% of the non-school aged rate.

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 reduce child care fees. We encourage families to have the child care rebate paid directly to our service.

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. 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 families circumstances change, affecting your eligibility for Child Care Benefit, families 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. If fees are more than two (2) weeks in arrears your child's place may be 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.

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
 155 ELIZABETH AVE
 CLONTARF QLD 4019
 Ph: 07 3284 0739
 Email: creativekids@optusnet.com.au
 ABN: 8010127079
 107127079

Date	Description	Sess. Hrs	Fee	CCB	CCR	Debit	Credit	Balance
	Balance Carried Forward						0.02	\$-0.02
09-Nov-15	Daily Fee	11.00	85.00	20.63		64.37		\$-64.35
10-Nov-15	Daily Fee	11.00	85.00	20.63		64.37		\$-128.72
11-Nov-15	Daily Fee	11.00	85.00	20.63		64.37		\$-193.09
12-Nov-15	Daily Fee	11.00	85.00	20.63		64.37		\$-257.46
13-Nov-15	Daily Fee	11.00	85.00	20.63		64.37		\$-321.83
13-Nov-15	Daily Fee	11.00	85.00	20.63		64.37		\$-386.20

CCB & CCR Summary										
CREATIVE KIDS EARLY CHILDHOOD CENTRE (Long Day Care: 7-610-1300)										
Week Start	Week Ends	Child	Percentage	Sess. Hrs	3FA Hrs	Fee	CCB	3FA	CCR	Gap
9/11/2015	15/11/2015		104%	24.00	0	\$210.00	\$205.38	\$5.00	\$0.00	\$145.02
9/11/2015	15/11/2015		110%	24.00	0	\$210.00	\$211.46	\$5.00	\$0.00	\$4.54
						\$420.00	\$416.84	\$10.00	\$0.00	\$294.16

Statement Printed: Tuesday, 10 November 2015

Statement Begins: Monday, 9 November 2015

Statement Ends: Sunday, 15 November 2015

Due Now: \$204.16

Our BSB: 643000000000000000

Part-time attendance percentage for non-school children in LDC
 Up to 24 hours – 110%
 Up to 36 hours – 104%
 For School Age Care (OSHC) – 85%

Total Session Weekly Hours used per week

YTD Absences: 1 Last Update(5/11/2015)
 1 Last Update(5/11/2015)
 1 Last Update(20/09/2015)

CCR Paid YTD: \$0.00
 \$0.00

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

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 issues 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 Co-Ordinator or office staff.

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

School Age Care Program

We aim to provide a high quality school age care 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 SCHOOL AGE CARE FRAMEWORK – My Time, Our Place

The Framework is a curriculum framework that will guide educators in developing quality education programs. It is incorporated in the National Quality Standard in order to ensure delivery of nationally consistent and quality school age care across sectors and jurisdictions. The Framework will ensure that children in school age care will have opportunities to engage in leisure and play-based experiences which are responsive to the needs, interests, and choices of the children attending the service and contribute fully to their ongoing development. It will support and provide guidance to educators working with school age children in outside school hours care including family day care.

The Framework for School Age Care builds on the Early Years Learning Framework and extends the principles, practices and outcomes to accommodate the contexts and age range of the children and young people who attend school age care settings.

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 program available in our visual diary. Educators also maintain individual records of events focussing on your child's needs, interests and choices. We encourage families to participate in our Program. You can do this be 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.

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 at the Parent Sign-in table. 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 issues at school, is recovering from an illness or, if there are any changes occurring in the pattern of family life etc.. We value these opportunities to share information.

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. At the time of enrolment, the parent / guardian must provide the names of persons authorised to collect the child. 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 must 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*.

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:

- A piece of fruit for morning tea, plus additional healthy food choices if desired.
- Spare set of clothes and underpants (Towel for Vacation Care for the event of water play).
- Legionnaires or wide brim hat.
- No toys or electronics. (Any mobile phones etc will be kept in the office during the session)
- Water bottle.
- All items to be clearly named.

Nutrition

Creative Kids aims to provide for 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 family's place named food items requiring refrigeration directly in the fridge. The centre provides lunch and afternoon snacks.. Creative Kids also offers a breakfast menu until 7am. Our weekly menu is displayed on the large chalkboard near the kitchen. 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.

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 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 arrangements for care should be made for the well-being of all children. 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. If Creative Kids requests that families collect their child and family member is unable to do so, or is not contactable after 1 hours, 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.

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.

Condition	Exclusion of case (person with infection)	Exclusion of contacts* (person exposed to the case with the infection)
Chickenpox (varicella)	Exclude until all blisters have dried. This is usually at least five days after the rash first appeared in non-immunised children, and less in immunised children.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded. Exclude any pregnant woman who is, or is presumed to be susceptible.
Cold sores (herpes simplex)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible.	Not excluded.
Conjunctivitis	Exclude until discharge from eyes has ceased unless non-infectious conjunctivitis.	Not excluded.
Cytomegalovirus (CMV)	Exclusion not necessary.	Not excluded.
Diarrhoea* and/or vomiting including • salmonella • campylobacter • cryptosporidium • giardia • shigella • shistosoma • shistosoma • viral gastroenteritis Not all infections or viruses - see separate section	Exclude until there has not been a loose bowel motion for 24 hours. Exclude staff whose work involves food handling until they have not had any diarrhoea or vomiting for 48 hours. If there are more than two cases with loose bowel motions in the same centre or a single case in a food handler notify your nearest public health unit.	Not excluded.
Diphtheria*	Exclude according to public health unit requirements.	Exclude according to public health unit requirements.
Enterovirus 71 (EV71) Neurological disease	Written medical clearance is required confirming the virus is no longer present in the child's bowel motions.	Not excluded.
Glandular fever (Epstein Barr virus (EBV), mononucleosis)	Exclusion not necessary.	Not excluded.
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment* for at least four days.	Not excluded. Contact a public health unit for specialist advice.
Hand, foot and mouth disease	Exclude until all blisters have dried.	Not excluded.
Head lice	Exclusion is not necessary if effective treatment is commenced prior to the next attendance day (i.e. the child does not need to be sent home immediately if head lice are detected).	Not excluded.
Hepatitis A*	Exclude until a medical certificate of recovery is received and until at least seven days after the onset of jaundice.	Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group.
Hepatitis B	Exclusion not necessary.	Not excluded.
Hepatitis C	Exclusion not necessary.	Not excluded.
Human Immunodeficiency virus (HIV/AIDS)	Exclusion not necessary.	Not excluded.
Influenza and influenza-like illness	Exclude until well.	Not excluded.
Measles*	Exclude for four days after the onset of the rash.	Immune contacts are not excluded. Susceptible contacts should be excluded until 14 days after the onset of the rash in the last case occurring in the facility. Immunosuppressed children or staff should be excluded (regardless of their vaccination status) until 14 days after the onset of the rash in the last case occurring in the facility.

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 families 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 it 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 at the Sign-in table. All medicines are to be kept in the locked container in the refrigerator or kitchen. 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 drinks 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.

Families upon enrolment are to complete the immunisation schedule, provide your child's Queensland Health Book or Australian Childhood Immunisation Register immunisation history for verification. Creative Kids will require families to update their child's immunisation records where their status changes. We recognise that all children immunised under the National Immunisation Program will be fully immunised by 4 years of age and may not receive additional immunisations during their enrolment with Creative Kids. 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 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 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 join us for an excursion. 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 also use communication books for various messages. We utilise emails and facebook 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 concern 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:

- Group 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 Co-ordinator / Operations Manager 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 creativekidsoshc@bigpond.com or to our Operations Manager at 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
Caboolture Regional Office
Level 4
33 King Street

Phone: 1800 63 77 11
Phone: 07 5420 1404
Fax: 07 5428 1518

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.

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 expected 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 not required or 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 Co-ordinator 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://bit.ly/CKOSHCPoliciesProcedures> This manual documents all our policies, practices and procedures and is used as a guideline in the operation of our Centre.

Local Primary Schools

Clontarf Beach State School

91 Elizabeth Avenue, Clontarf

PH 3897 5888

Email: the.principal@clonbeacss.eq.edu.au

8.20 Preparation Bell

8.50 Lessons Commence

3.00pm Lessons Finish

Grace Lutheran Primary School

38 Maine Rd, Clontarf

PH 07 3283 0011

Email: graceadmin@glps.qld.edu.au

8.25am Preparation Bell

8.30 Lessons Commence

3.00pm Lessons Finish

Hercules Road State School

Hercules Rd, Kippa Ring

PH 3897 4333

Email: the.principal@herculesroadss.eq.edu.au

8.20am Preparation Bell

8.25am Lessons Commence

2.30pm Lessons Finish

Humpybong State School

Ernest St, Margate

PH 3385 1666

Email: the.principal@humpybongss.eq.edu.au

8.35am Preparation

8.45am Lessons Commence

2.45pm Lessons Finish

Kippa Ring State School

400 Elizabeth Avenue, Kippa Ring

PH 3897 5333

Email: the.principal@kipparingss.eq.edu.au

8.25am Preparation

8.40am Lessons Commence

2.50pm Lessons Finish

Scarborough State Primary School

Eversleigh Rd, Scarborough

PH 3480 3333

Email: info@scarboross.eq.edu.au

8.40am Preparation

9.00am Lessons Commence

3.00pm Lessons Finish

Southern Cross Catholic College Kippa- Ring

110 Nottingham St, Kippa Ring

PH 3204 7300

Email: [kipparing@bne.catholic.edu.au](mailto:pkipparing@bne.catholic.edu.au)

Southern Cross Catholic College Scarborough

299 Scarborough Rd, Scarborough

PH 3480 3670

Email: pscarborough@gne.catholic.edu.au

Southern Cross Catholic College Woody Point

84 Collins Street, Woody Point

PH 3883 1988

Email: pwoodypoint@bne.catholic.edu.au

8.30am Lessons Commence

3.00pm Lessons Finish

Current Policies and Procedures of Creative Kids Outside School Hours Care

Our Philosophy
Our Values
Acceptance And Refusal Of Authorisations Policy
Accident Prevention And Safety Policy
Allergy Aware Procedure
Child Safe Environment Policy Inc. Child And Youth Risk Management
Administration Of First Aid, Incidents And Critical Injury Policy
Anti-Discrimination Policy
Positive Guidance Of Child Behaviour Policy
Chemical And Dangerous Goods Management Policy
Child Protection Policy
Communication And Interactions With Children & Families Policy
Company Vehicle Policy
Confidentiality Of Information Policy
Delivery & Collection Of Children Policy
Determining The Responsible Person Policy
Educational Program Policy
Educational Leader Policy
Ethical Conduct Policy (Educator Code Of Ethics)
Emergency Policy
Enrolment And Orientation Policy
Environmental Sustainability Policy
Excursion & Incursion Policy
Fee Statement And Payment Policy
Food & Nutrition Policy
Governance And Management Policy
Grievances & Complaints Management Policy
Hand Washing Policy
Health, Hygiene & Infection Control Policy
Policy Development And Review Policy
Maintenance Of Buildings & Equipment Policy
Media And Technology Policy
Medical Conditions In Children Policy
Medication Policy
Inclusion And Diversity Policy
Work Health & Safety (Including Risk Management) Policy
Parent / Guardian & Child Separation Procedure
Family Participation Policy
Pets & Animals Policy
Pregnancy And Parental Leave Policy
Priority Of Access Policy
Records Management Policy
Rest & Sleep Policy
Social Media And Networking Policy
Students And Volunteers Policy
Study / Training Policy
Sun Protection Policy
Supervision Policy
Toileting & Toilet Training Policy
Water Safety Policy

Additional Notes