



Caulfield South Community House



EARLY CHILDHOOD EDUCATION SERVICES

PARENT INFORMATION AND POLICY HANDBOOK 2019





Early Learning Childcare Services

Manager: Tracey Burt

Finance Officer: Rachel Collins

Administration Officer: Andrea Panaouris

Kindergarten Co-ordinator: Naomi Goldman

Early Childhood Educators: Anu KC

OFFICE HOURS

Monday – Friday 9:00 am – 3:00 pm
Closed during school and public holidays

Phone: 9596 8643

Email: admin@csch.org.au

Web: <http://www.csch.org.au>



THE KINDERGARTEN PROGRAM

Monday	9:30 am – 2:30 pm (5 hrs)
Thursday	9:30 am – 2:30 pm (5 hrs)
Friday	9:30 am – 2:30 pm (5 hrs)

In the 3-5 year old Kinder program, the children have the opportunity to learn through play and exploration in a safe, structured yet challenging learning environment. The program covers all areas of development i.e. social interactions, fine and gross motor skills, language and literacy development, dramatic and social play along with creative and expressive art.

The teachers will observe each child's development and plan experiences to encourage them to reach their full potential.

We focus on continuing the development of self confidence, co-operation, self esteem, independence in group situations and respect for one another. The program will also introduce kinder concepts such as mat/group time and turn-taking. Children are encouraged to develop and improve their independence skills and will undertake school readiness activities.

STAFF & VOLUNTEERS

CSCH child care employees who deliver our Kindergarten programs have the appropriate qualifications as per Regulation 25 of the Children's Services Centres Regulations 2009.

Our Kindergarten sessions we ensure two (2) Bachelor Trained Early Learning Educators are present, along with assistants who hold Certificate 111 in Early Learning Childhood services. *Staff/child ratios are in accordance with Regulation 24 of the Children's Services Act 1996.*

ENROLMENT

A completed enrolment form must be received for each child before they participate in the programs. Parents/Guardians are required to sign the Placement and Fee Agreement, Privacy Statement, Permission to Photograph Children and Policy and Procedure forms prior to commencement. All those enrolling in Community House programs are required to become members of the Community House. (Please refer to Fees for Membership costs.)

PREFERRED SESSION

Parents are encouraged to choose their preferred day(s) – Monday, Thursday or Friday (or all three if you desire.) If parents wish to change their preferred day, or add an additional day at a later date, we will do our best to accommodate these changes.



WHAT TO BRING

1. A bag clearly marked with child's name.
2. A change of clothes.
3. A labelled water bottle
4. A piece of fruit, and a drink and snack in a labelled lunchbox e.g. sandwich, healthy fruit and vegetable snacks. **PLEASE NOTE:** We are a **NUT FREE** House. Snacks for morning tea are not to include sweets or any nut products. This includes fruit bars that contain nuts, peanut butter or Nutella.
5. Please label everything!

SUNSCREEN: Please apply sunscreen to your child before he/she attends a session. This is to provide protection during outdoor play. If this presents a problem (eg allergy), please notify the Childcare Co-ordinator. It is compulsory for children to wear hats outside during Term 1 and Term 4. **CSCH provides every Kinder child with a hat upon enrolment.**

PHILOSOPHY

Our goal is for the children to feel safe and secure in an environment where caring and nurturing staff aim to meet each child's developmental needs. We aim to provide an appealing and inviting setting that provides opportunities to make choices and take on new challenges.

ORIENTATION

Children who are commencing the kinder program will be given the opportunity to meet their teachers prior to the first kinder session. This interview will enable parents to pass on relevant information to the teacher about their child. On the first day of kinder, children are encouraged to stay for half a day and then, to stay a full day on the second week to ensure a smooth transition. However, if your child is unsettled and needs a longer orientation process, an individual plan can be worked out.

PROGRAM AND ROUTINE

Careful thought goes into our programs, taking into account the slightly different stages of development for each child. We expand on children's interests and provide opportunities for impromptu activities. We have a highly qualified and experienced Bachelor trained kindergarten teacher who follows the Early Learning Years Framework.

There are many areas set up on tables and mats providing opportunities to make choices and take on new challenges. There is a balance of small and larger group experiences and areas for individual play. The areas are set up in an appealing way and are reorganised regularly to keep the children's interest. Activities are repeated so the children have opportunities to practice and master skills, subtle changes and additions are made over time.

The Kinder routine is quite structured, involving indoor /outdoor play, snack time and a mat session as a group. The children have quiet time for 30-45 minutes after lunch. This is to rest their bodies after a busy morning.

BEHAVIOURS OF CONCERN

Behaviours of concern is approached in a positive manner using encouragement and recognition of positive behaviours. Our strategies are age appropriate using redirection and distraction for younger children and providing choices and consequences for older ones. We have room rules for indoors and outdoors and these help clarify behaviour expectations. An empathetic approach is always used. We recognise children's feelings and give them strategies for appropriate behaviour.

TOILET TRAINING

We will work in conjunction with the parents in the toileting process. Please speak with the co-ordinator to organise a proposed toileting plan for your child.

SICK CHILDREN

Our Centre is unable to cater for sick children. Children who are unwell are not to attend the programs. If your child becomes ill during his/her stay or, if in the opinion of our carer, the child should not be in the program, you or your emergency will be contacted and asked to collect the child. A sick or infectious child will be made comfortable and kept under close observation until he/she can be picked up.

Parents are requested to inform kinder staff of any allergies or medical conditions your child/ren may suffer, or of any disabilities or behavioural problems. You are required to disclose this information on the enrolment form. This information will allow staff to provide the best care for the child. If a child becomes particularly distressed the parent/guardian may be asked to have the child returned to their care. Should any problems arise during care, they will be discussed with the parent/guardian when the child is collected.

Medicines should be given to children before attending the program, if it is absolutely essential that your child be given medication during a session you will need to give the co-ordinator an authorisation from your doctor with instructions how to administer the medication and how often.

If your child is asthmatic or anaphylaxis and may need to use medication while in care, an Asthma Action Plan and the appropriate medication should be given to the Childcare Co-ordinator. A form for the Asthma Action Plan can be obtained from your GP. A photo of your child must be attached to the Action Plan.

If your child is allergic to certain foods, it is important that you notify the Childcare Co-ordinator. In cases when the child has been diagnosed as Anaphylactic, it is essential that an Anaphylactic Action Plan is provided to the staff and that the child's EpiPen be made available to the staff.

Notification of Infectious Disease

The proprietor reserves the right to exclude or refuse admission to any child who appears to have an infectious/contagious disease. Children with infectious diseases must be kept away until they have the all clear from a doctor. If a child who attends the program does contract an illness, please notify the Team Leader so other parents can be made aware their children may have been in contact with the illness. Staff will make this known to all parents/guardians of children.

HEAD LICE

You will be advised every time there is an incidence of head lice at the centre. If a child is seen to be scratching their head excessively and live lice are detected, parents will be called to collect their child and may return after treatment has commenced. The child will be separated from the group to decrease the risk of other children being subjected to lice until they are collected from the House.

EMERGENCY CARE

If a child is injured we will ensure the parent/guardian is notified. Failing contact with the parent/guardian, we will proceed through the emergency numbers listed on the enrolment form and if no contact can be made, further medical assistance will be sought by the Kinder leader.

If the parent/guardian fails to collect the child on time, all emergency numbers will be phoned until contact is made, and the child is in the appropriate care. If an ambulance needs to be called for your child, the cost will be borne by the parent.

COMPLAINTS/CONCERNS

Complaints are to be handled initially by the Kindergarten Co-ordinator. If the matter cannot be resolved, it should be put in writing to the Manager of the Community House and the matter will also be addressed by Committee of Management.

PARENT ACCESS

Parents can enter the Kindergarten area at any time during the hours of operation. Entry should be made through the Community House. There is a door code for the childcare room, which can be given to parents once the enrolment is confirmed.

DELIVERY AND COLLECTION PLAN

This procedure must be observed as a requirement by the Children's Services Act.

Delivery of your child:

- (a) Parent/Guardian must sign register and state time of delivery for each child.
- (b) State Child's/Children's first name and surname on register.

Collection of your child:

- (a) Parent/Guardian must sign register and state time of collection for each child.
- (b) Staff must be informed in writing or via phone if someone else is to collect your child.

If someone other than the parent/guardian is going to pick up your child/children, that person's name must be entered in the book when the child is signed in. If unforeseen circumstances arise, please phone the Community House to inform the Childcare Team Leader who is picking up the child/children. The proprietor must ensure that no child/children attending our programs is given into the care of any person other than a guardian of the child/children, except where authorisation has been given by the guardian and the person's name is listed on the enrolment form.

It is important that parents/ guardians collect their children on time. Late pick ups can upset the children as they are expecting to be collected at the same time as the group.

CENTRE DESIGN

The childcare room is designed to maximise the children's comfort and stimulation, with the warmth and intimacy of a family home. The space incorporates a hall size indoor activity room, a bathroom and nappy change area, an outside play area with imitation grass and access to a community garden for gardening and growing activities.

CLASS SIZE

The Kindergarten caters for a maximum of 25 children. The Kindergarten program offers two Bachelor trained Kindergarten educators and a Certificate 111 Early Learning trained assistant.

HEATING AND AIR CONDITIONING

The Kindergarten room is fitted with advanced heating and cooling systems so the space is kept at a comfortable temperature year round. We recommend children be dressed in layers so they can easily adjust between indoor and outdoor playtimes.

CHILDREN'S BATHROOMS

The children's bathrooms are equipped with two child-sized toilets. Staff will provide assistance as required and the window will allow for constant supervision of children's toileting and hand-washing.

CLASS TOYS AND SUPPLIES

Our arts and craft supplies are replenished throughout the year and we annually order new toys and equipment. We also appreciate donations from parents.

PIGEON HOLES

All children have an assigned, clearly labelled pigeon hole in the room. As the kindergarten children will be sharing these pigeon holes with the occasional care children, it is important that these lockers are emptied daily.

RELIEF STAFF

Where possible, we use our own team of relief staff to cover sick leave, holidays and training and employ outside agency staff as a last resort. All relief staff undergo an orientation program to ensure they are familiar with our policies and children. The notice board will update you on staff absences and any roster changes.

BIRTHDAYS

You are welcome to provide a birthday cake (nut free) that can be shared between the children or cupcakes for the class. The staff will discuss with parents of children with allergies the idea of having a reserve of treats from home that they can enjoy at birthday celebrations.

PHYSICAL EDUCATION

Opportunities are provided for the children to be physically active outdoors everyday. Our playground equipment is rearranged according to the strengths and abilities of the children in the kinder programs.

GARDEN

We have a wonderful organic vegetable and herb garden at the centre. The children will be involved in planting, weeding and maintaining the garden beds and in picking, washing, cooking/preparing and eating our home-grown produce. The children will have various opportunities to participate in a Garden program – learning about growing, gardening, healthy soil & plants, healthy eating.

COOKING EXPERIENCES

Cooking experiences are included in our program and consideration is always given to children with dietary needs.

DRESS UP DAYS

We schedule some dress up days throughout the year such as pyjama day, crazy hair day etc, which are related to the themes covered throughout the term.

INCURSIONS

Incursions are scheduled throughout the year as learning themes evolve. We would love to involve our parents so please let us know if you have a skill or profession that we could include.

PARENT COMMUNICATION

Notice Board

A notice board is located above the sign in book in the children's centre with conformation of the class routine and messages from the teachers.

Emails

Please ensure that we have your email address that is checked regularly as important information and updates will be sent via email.

Newsletters

A newsletter is distributed quarterly to parents via email regarding the curriculum, policy changes and upcoming events.

Parent Teacher Interviews

If required, a formal parent teacher interview may be scheduled by the parent or if further issues need to be addressed, the teacher will contact parents to arrange a meeting.

FIRE DRILL AND EVACUATION

If an emergency evacuation is required and we are unable to return to the centre, you will be contacted to collect your child. Our evacuation procedure is displayed on the notice board of the children's centre and we conduct an evacuation drill each semester.

PARENT INVOLVEMENT

Notices are posted regularly at the centre asking parents to participate in different activities. Throughout the year, you will be invited to social gatherings, fundraising events, roster duty, sharing talents, end of year clean up, donations.

MULTICULTURALISM

The centre recognises that it is a part of a pluralist society composed of people from a wide variety of backgrounds, cultures, languages and expectations. The centre supports the diversity of cultures, languages and identities that offer all children the opportunity for developing positive attitudes towards themselves and others.

GENDER EQUALITY

The centre offers a gender-inclusive program as both girls and boys have an equal capacity for learning and are given equal opportunities to develop to his/her full potential. Equipment and materials, learning experiences are therefore available for girls and boys without discrimination.

TOYS FROM HOME

The centre cannot be responsible for toys that children bring from home. It is devastating if toys become broken or lost. However, a special cuddly toy is acceptable and encouraged, especially to assist a child's security. Toys encouraging violent play are unacceptable and are not permitted at the centre.

CONFIDENTIALITY

The centre's records are confidential and we will not disclose material in the records to external persons or agencies, without the written consent of parents and their relatives, **with any unauthorised person**. Confidential information shall be seen and discussed only by staff that needs the information to provide services.

PRIVACY POLICY

When you enrol with us, we ask for details about yourself and your child, which will be used as our point of contact. There may be some questions we ask that you may feel concerned about, such as the language spoken in the home, ages of other children, and occupation of parent/guardians, court orders and child's health. This information is used only for funding, planning and program delivery purposes.

You are also asked to give us information about people that we may have to contact in an emergency, or who can collect your child/ren. We ask that these people are made aware that their contact details are provided to us, and confirm with us that you have their consent to provide this information.

If you have any concerns about providing the information requested, please see the Manager who will be able to assist you. Please be assured that any information provided to us is kept confidential and any concerns you may raise about the way we handle your information will also be kept confidential.

If you would like access to the records we hold about you, or you would like to correct or update any information we may have, please speak to the Manager who would be pleased assist you.

FEES

All families are required to become Members of Caulfield South Community House. An annual calendar year membership fee of \$15 applies to members.

Kindergarten Program Fee: \$425.00 per term per session.

An invoice will be emailed to families three weeks prior to the end of each term. **Fees are calculated for the term and they must be paid in advance. (Terms are usually around 10-11 weeks long)**

Caulfield South Community House is a Registered Childcare Provider. We are a Not for Profit, Level 2, Limited Hours Early Learning Child Care Service. Depending on your Family Tax A or B status, you are eligible to receive an entitlement through the Family Assistance Office/Medicare Office. We have the appropriate forms in the office for you to take to support your claims.

Incursion Fee: \$100.00 per child per session. This is an annual fee which covers costs for all our incursions over the year. (SportzBuzz, Music, Yoga and Garden programs).

Administration/enrolment Fee: \$35.00 per child. (One-off payment paid at enrolment)

Cancellation: \$100.00 If a family decides to stop attending the kinder program, two weeks notice in writing is required. The remainder of the fees (after the notice period) will be credited for an alternative childcare program at the house or refunded on written request.

THE OCCASIONAL CARE PROGRAM

2018 - OCCASIONAL CARE SESSIONS	
Day	Time
Tuesday	9:30 am – 2:30 pm (5hrs)
Wednesday	9:30 am – 2:30 pm (5hrs)

Our program has been designed to provide support for young families and provide parents with the opportunity to take a break from parents' duties or the opportunity to plan and/or work from home.

We aim to provide a happy, relaxed and stimulating environment for children to play and explore under the supervision of experienced staff. Activities include song and dance, art media, paint/crayons, home corner, dolls, cots, play dough, puzzles, bead frames, soft toys, rattles, building blocks and story time.

The details of the daily program can be viewed on the notice board in the hall where the program is conducted.

STAFF & VOLUNTEERS

CSCH currently offer Bachelor trained Early Learning Educators and Diploma & Certificate 111 assistant to oversee all the Occasional Care sessions. Staff/child ratios are in accordance with regulation 24 of the Children's Services Act 1996.

We are very fortunate to retain regular volunteers to assist in our Occasional Care. They all have obtained a Police Check and have a Working with Children Check and attend yearly First Aid update.

ENROLMENT

An enrolment form must be completed for each child before they are admitted to the program. Parents/Guardians are also required to sign the Placement Agreement, Privacy Statement, Permission to Photograph Children forms, and Policies and Procedures form and forward these to Caulfield South Community House. A non-refundable deposit is also required.

All people enrolling in Community House programs are required to become members of the Community House. Membership costs are an annual fee of \$15 for all Members.

SETTLING

All children are different in the way they cope with new surroundings and new situations. Therefore, our approach to settling your child is individual to his/her needs. You know your child better than anyone else, so together we can formulate the best approach for your child.

PARENT ACCESS

Parents can:

- (a) Enter the Kinder area at any time during the hours of operation. Entry should be made through the Community House. There is a door code for the childcare room, which can be given to parents once the enrolment is confirmed.
- (b) Exchange information about their child with Kinder Teacher at the beginning or end of sessions.

DELIVERY AND COLLECTION PLAN

This procedure must be observed as a requirement by the Children's Services Act.

Delivery of your child:

- (a) Parent/Guardian must sign register and state time of delivery for each child.
- (b) State Child's/Children's first name and surname on register.

Collection of your child:

- (a) Parent/Guardian must sign register and state time of collection for each child.
- (b) Childcare staff must be informed in writing or via phone if someone else is to collect your child.

If someone other than the parent/guardian is going to pick up your child/children that person's name must be entered in the book when the child is signed in. If unforeseen circumstances arise, phone the Community House to inform the Childcare Team Leader who is picking up the child/children. The proprietor must ensure that no child/children attending our programs is given into the care of any other person other than a guardian of the child/children, except where authorisation has been given by the guardian and the person's name is listed on the Enrolment Form.

LATE PICK UPS

It is important that parents/guardians collect their children on time. Late pick-ups can upset the children as they are expecting to be collected at the same time as the children in the group.

WHAT TO BRING

1. A bag clearly marked with child's name.
2. Sufficient nappies (and preferred baby cream if necessary)
3. Bedding for rest time-named pillow and blanket in a bag.
4. A change of clothes.
5. A labelled drink bottle or bottle for babies.
6. A hat to wear in the outdoor area.
7. A piece of fruit, and a drink and snack in a labelled lunchbox e.g. sandwich, cheese, apple etc **(WE ARE A NUT FREE HOUSE. Snacks for morning tea are not to include sweets or any nut products. This includes fruit bars that contain nuts, peanut butter or Nutella. If children in particular sessions have additional allergies, this will be clearly explained to each family in that session and those foods will also not be allowed.)**
7. **PLEASE Label Everything!**

PROGRAM AND ROUTINE

Our goal is for the children to feel safe and secure in an environment where caring staff aim to meet each child's developmental needs. We aim to provide an appealing and inviting setting that give children opportunities to make choices and take on new challenges.

Careful thought goes into our programs, taking into account the varied ages and stages of development for each child. We expand on children's interests and provide opportunities for impromptu activities. We follow the Early Years Framework Curriculum. There are many areas set up on tables and mats providing opportunities to make choices and take on new challenges. There is a balance of small and larger group experiences and areas for individual play. The areas are set up in an appealing way and are tidied regularly to keep the children's interest.

Activities are repeated so the children have opportunities to practice and master skills, subtle changes and additions are made over time.

We have a wide range of ages and abilities and for this reason our routine is flexible and open ended. Our activities run simultaneously indoors and out (weather permitting) enabling children to choose where they would like to be and work on a project without interruption. Toileting and nappy changing happen as needed. Songs and stories are incidental and continual throughout the morning.

SETTLING

All children are different in the way they cope with new surroundings and new situations. Therefore, our approach to settling your child is individual to his/her needs. You know your child better than anyone else, so together we can formulate the best approach for your child.

FEES

As you are aware, all House users are required to become Members and an annual calendar year membership fee of \$15 applies.

Enrolment Fee (new enrolments):	\$35.00 (One off New enrolment administration fee)
Occasional Care Session Fee:	\$52.50 per session per child (5 hour session)

Terms are between 9 - 11 weeks long depending on the State School Terms. The House will be closed for all Public Holidays and State School Holiday periods. Members will not be charged for these sessions.

Fees are calculated for the term and they must be paid in advance (prior to the end of the previous term) to secure your place.

Childcare fees are non-refundable. If a child is unable to attend due to illness, family holidays or any other reason the session is not refunded and no "make-up" sessions are possible due to strict child/teacher ratios.

If a family decides to stop attending part way through a term, two weeks' notice in writing is required. The remainder of the fees after the two weeks' notice period will be credited for the following term or an alternative program at the House.

In the case of an unsettled child, the childcare team will work closely with you to ensure that the child is as happy as possible during this initial period. If both the childcare team and family feel that the child would benefit from a break and to restart at a later stage this will be organised on a case by case basis.

Caulfield South Community House is a Registered Childcare Provider. We are a Not for Profit, Level 2, Limited Hours Early Learning Child Care Service. Depending on your Family Tax A or B status, you are eligible to receive an entitlement through the Family Assistance Office/Medicare Office. We have the appropriate forms in the office for you to take to support your claims.



***We welcome you and your family to
Caulfield South Community House!
We look forward to building a happy and
caring partnership.***