

# *Families @ Carlingford Education Service (FACES)*



*Parent/Family Handbook*

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## Welcome to FACES...

*FACES is a small family orientated service run by a family of trained early childhood educators for young children aged two to six years.*

*FACES endeavours to help each child fulfil his or her maximum potential and to provide the building blocks for future learning by developing experiences which support the individual needs and interests of each child attending our service. We ask the children to have a voice and they are actively involved in planning the day, that we then share with you. We believe a home like, safe environment where our older children learn to nurture younger children and our younger children learn skills from the older children. we are committed to provide an inclusive, challenging, stimulating and educationally sound program, whilst offering lots of fun and play within the learning environment.*

*Our Philosophy is displayed in our service, and enclosed within this handbook. We also provide a Policy & Procedure Folder within the service for families that has all our policies for your perusal. If you would like to make any comments, we welcome your feedback to our directors, an educator or via email to the service. Our policies are reviewed every 12 months. When enrolling at FACES you are agreeing to abide by and be involved in reviewing these policies so please take the time to read them.*

*As you read through this hand book you will notice that FACES policies and procedures are guided by the regulations of NSW Department of Education and Care (DECS) and the principles of National Quality Framework (NQF). There is a copy of the Regulations set by DECS and NQF resource kit located in the office for your interest and information.*

*We hope your family enjoys their time with us at FACES, and we remind you that we welcome your input always, encouraging daily conversations and involvement in all aspects of our education program and practice.*

### **Acknowledgement of the Traditional Owners**

*We acknowledge the traditional owners of the land Wallamattagal where FACES stands. We pay respect to the Wallamattagal Elders – past, present and emerging – and acknowledge the important role the Aboriginal and Torres Strait Islander people continue to play within our community.*



### **Centre specific information.**

*The 2 room names are Gamarada (Aboriginal word for friend) 4-5years & Gurung (Aboriginal word for young child) 2-3 years. We have a 3rd learning group at FACES Gumbuya 3-4 years. Gumbuya means meeting place.*

### **Contact Details**

<i>Director:</i>	<i>Zizhen Pan</i>
<i>Nominated Supervisor:</i>	<i>Ilba Apps</i>
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### **The FACES Philosophy:**

#### ***Play, Fun:***

*At FACES, we use a play-based program to promote, develop and extend the children's level of learning. The children will discover, experiment, explore and have fun through play. We maintain a balance between plays which are initiated by the children and those which are supported by responsive and intentional teaching.*

*FACES believes children learn most effectively when learning in a fun way. This is done by providing play time (Froebel), filled with fun, discovery, adventure and creativity for children to express their imagination. FACES believes the children's interests should be the key basis of our program (Reggio Emilia). We provide this by incorporating incursions, excursions, and providing a balance of creative and active activities.*

***Transition to School:***

*FACES aims to equip children for a positive transition to school. We have a unique small school transition program to cater for children who will be attending Kindergarten the following year. We value small group times to allow for more individual attention, allowing us to cater for their interests.*

*Through play, the children learn literacy, numeracy and other pre academic skills. We also provide this through responsive and intentional teaching. Our school transition program allows children also to grow emotionally, and socially, which are important aspects in terms of a child being ready for school.*

*At FACES, we follow a holistic approach, that provides the foundation of learning not only in readiness for the transition to school, but in preparation for later on in life.*

***Inclusive Practices:***

*FACES strives to provide a small, friendly, family orientated environment where all families have the right to feel welcome and supportive. We promote multiculturalism and are inclusive of everyone. Families are involved in our service and as our community has a high level of non-English speaking backgrounds. All cultures are respected, and the children are exposed to many different cultures and customs.*

*We believe that children learn within the context of their family, the extended community and that they bring to the service their own interests, knowledge and life experiences. We endeavour to ensure that our programme is accessible and meaningful for all children regardless of diverse circumstances and abilities.*

*We pay our respect to Elders, past and present. We promote and provide an Aboriginal and Torres Strait Islander aspect to our program.*

*We extend this attitude of inclusion and acceptance to staff, visitors and others.*

***Self-esteem, Resilience, Nurturing:***

*FACES aims to provide a caring and nurturing environment for children. We uplift children's self-esteem by allowing them to make choices in their learning and take pride in their achievements. We provide positive challenges to the children to promote resilience through problem solving and trial and error.*

***Relationship, Partnership and Communication:***

*FACES believes working together with families can create opportunities for the development of shared understandings of the children, their families and their social world. Building this partnership helps children develop a sense of belonging.*

*FACES provides a way to provide positive and respectful relationships with children and their families (and extended families) in an environment that is supportive of open and meaningful communication. We also place a value on fostering an open and honest partnership within the staff members.*

***Community:***

*FACES promotes community involvement by including local organisations, businesses and families to be a part of our program. We believe that it is important for children (and adults) to have an understanding of what it is to belong to a community.*

*We strive to provide a network for families to build a sense of community spirit and provide access to resources both internal and external within the community.*

***Environment***

*Research tells us that environment is considered the ‘third teacher’ of the children through influencing thinking, behaviour and emotions. FACES believes that each child has the right to an environment that is safe, hygienic, aesthetically appealing, stimulating and enjoyable. The environment should be a place where children can find the balance between active and quiet activities through play that takes place both indoors and outdoors.*

*FACES encourages and incorporates sustainability to families and children. We aim to further develop environmental sustainability to children and families as part of our community.*

### **Teamwork**

*FACES recognises the importance of working together as a supportive team. We value and respect the input of everyone, and are open to change and improvement.*

*FACES recognises the importance of ongoing training and staff development. We feel this will enable the program and other aspects of the service to stay current and embrace new ideas and theories.*

*Lastly, at FACES, we believe that maintaining a sense of humour will help us to appreciate the joy that every day brings.*

*FACES developed this philosophy based on the input from many families on enquiry forms, through conversations with other educators and services and through a commitment to some of our own core beliefs in this industry. We would love and seek feedback on this philosophy.*

## A-Z List of Information for Families of FACES

*The following pages will list in alphabetical order the important information you will need to know during your time with us at FACES. It is a component of enrolment at FACES that you have read, understood and agreed to the information within this book. Please contact the director if you have any concerns.*

.....

### Access to the service

*Families are to ensure that no one enters the door whilst open and if so please to report immediately to management or staff to have the person verified for authorised access.*

*Families are to ensure the gate and doors are properly closed by pulling them firmly behind you when both entering and exiting the service.*

*Families are to supervise their child always and hold their hand whilst taking your child out of the car and walk and up the driveway/path. Due to safety reasons, parent must not carry prams up/down the stairs at the porch with children inside the prams*

*Families are to be mindful of pedestrians in the drive way when entering and exiting and should be driving at slow safe speed*

### Allowable Absences

*Child Care Subsidy (CCS) is paid for up to a maximum of 42 allowable absence days for each child each financial year across all approved services. Allowable absences can be taken for any reason.*

*These would include absences such as public holidays, illness of the child or just a day at home. If a child uses more than 42 absent days per financial year, additional evidence will be required for CCS to be paid.*

## Attendance

*Fees need to be paid for the days your child is booked into the service, including public holidays as well as absences for sickness or holidays (though not during the two-week period over Christmas when we are closed).*

*Please note fees are payable from when your child commences at FACES until written confirmation of the four (4) week notice period that the child is leaving the service is received by FACES and you have received written confirmation from us that we have received that notice.*

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

*A courtesy phone call to the service by 9:30am to inform educators if your child will be absent that day will alleviate educator concerns and help with catering requirements.*

*Also please be aware we do not swap days or do 'make-up' days.*

## Arrival and Departure

*On arriving at the service, it is vital that the person bringing your child signs the child into KIOSK (iPad Located in the dining room). Please ensure your child arrives by 9:30am to ensure they receive the maximum benefit of our educational program. We require families to accompany their children into the service, assist them with placing their belongings away, and then to make sure an educator is aware of their arrival, so that they can spend time welcoming and settling the child for the day.*

*We also encourage that you say goodbye to your child so that they become familiar with a positive routine and continue to develop a relationship of trust with families and staff.*

*On arrival children wash their hands with soap and water, families are encouraged to either wash their hands, or use the hand sanitiser on the top of lockers upon entry to the centre. The educators and staff role model and encourage all children to use effective hand washing procedure. This procedure is embedded in practice and occurs throughout the day in the daily routine.*

*All medications must be removed from your children's bags and given to an educator. For this medication to be administered, a medication permission form will need to be completed. Please ask your Doctor when prescribing an antibiotic (or any form of medicine) to prescribe one that is given twice daily, this minimises the amount of medication that our educators have to administer. Please note that FACES has a copy of policies relating to this available in the setting for families to read. These policies will be abided by educators at all times when administering medication.*

*A copy of our Medical Conditions policy or Administration of Medication Policy can be emailed to families for their perusal. It will be emailed on review to chosen educators and families yearly.*

*Please ensure sign your child out of the service using the Kiosk as per arriving. Please notify a staff member that you have arrived so that they may share the events of the day or important messages. Ensure all of your child's belongings are taken from their locker along with any precious creations they may have produced throughout their busy day.*

*NB - If you do not sign the Sign in/out system you may not be eligible for your rebates and be marked as absent.*

*On both your arrival and departure it is in your best interest to read the communication around sign in/out desk. Important information will be displayed pertaining to the running of the service. The program is also always available for you to read and evaluate.*

### **Strategies for settling into Child Care**

- *Remember that it is perfectly normal for children to be teary and emotional on the first few drop-offs.*
- *Try and adopt a calm, positive attitude. Children have a remarkable ability for sensing the mood of their parents and ensuring you maintain a facade of confidence will instill confidence in your child.*

- *Please bring any comforters (special toys, dummy and blanket). Don't forget to clearly label everything.*
- *Say a quick good bye give your child a kiss and cuddle and then leave, prolonged farewells will simply draw out the tears. Whatever you do, don't sneak out as this will make the child mistrustful and be more clingy the next day.*
- *Once you have left, one of the educators will scoop your child up and engage them in an interesting activity, so try not to worry!*
- *Remember you can call at any time during the day if you feel concerned, so feel free to pick up the phone if you need some reassurance. We will try and phone and email you with a photo, to reassure you all is going well.*
- *If possible, pick your child up early for the first few days. For children new to group care, it can be extremely tiring and shorter days will help your child adjust more quickly.*
- *On pick up ask the educator for a de-brief on how the day went, discuss any concerns you had, how your child managed, what they enjoyed and so on. Learning about your child's day will help you feel involved, even if you can't be around to participate.*
- *Discuss the weekly emailed photos with your child. Maintain the positive chats and stories with your child at home so child care becomes something to look forward to and enjoy.*
- *If your child continues to be teary and emotional, encourage them to talk about their feelings, validate those feelings, and then positively reiterate why care is necessary.*
- *It is common for a child to settle initially and then cry after a few weeks when the novelty has worn off.*
- *It is also common for children to become upset at routine times, such as meal and sleep because these are things they associate with home. Don't worry if they don't eat initially as eventually they will.*

*Our educators will ensure that your child settles in each morning and we are happy to discuss any concerns that you may have about your child's settling in period. Let educators know when you are ready to leave so that they can assist with separation management. If there is a problem, families and educators will come up with a plan of action to help manage easy separation.*

## **Authority to Collect**

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

- *Not authorised on your child's enrolment form. Changes/additions must be submitted in writing to Management.*
- *Not been recorded in the communication book indicating they will be collecting your child on that day or if a member of staff has not been notified.*
- *If the person cannot produce appropriate identification.*
- *If the person is under 16 years.*

*Restricted access by any parent must be supported by a Court Order, to which we are legally obliged to comply.*

*PLEASE NOTE: Any person collecting a child will be asked for photo ID if unknown to educator on duty.*

*It is also extremely important that educators are informed when another person will be collecting your child, even if this person is 'authorised' to pick up your child. If educators are not informed that a person other than yourself will be collecting your child, and we are unable to contact you, it is our policy that your child remains on the premises until the appropriate notification procedure has taken place.*

## **Behaviour Management**

*FACES aims to foster positive behaviour based on a belief that each child is entitled to the same rights, respect and empathy we would expect in an adult world. Through our behaviour guidance policy, we have clear guidelines as to what is appropriate behaviour and what is inappropriate behaviour. The policy also outlines the steps educators will undertake in responding to challenging behaviour.*

*Please speak to the management or educators with any questions regarding Behaviour Management. It may seem like a negative aspect of a child's development, but when learning to co-operate and function within a group challenging behaviour is often an outcome. We believe the negatives can be turned into a positive as we educate and guide children to develop the ability to make positive choices in their behaviour, and to have a sense of empathy for others. It is important as a new parent to the service that you are aware of our philosophies and policies.*

## **Child Care Subsidy**

*Child Care Subsidy (CCS) is the system of Government funded fee assistance for parents with children enrolled in approved service such as ours. This is paid directly to the service to reduce your weekly fees. The amount of the CCS you will be entitled to will depend on three key things:*

- *How much 'recognised' activity you and your partner undertake each fortnight. The entitlement is based on the lesser activity figure for a member of a couple.*
- *What your combined family income is.*

- *The child care fees you pay (hourly rate caps apply for each service type).*

Rules about the eligibility can be found at

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

***You can read more about the Child Care Subsidy and Activity Test, and can complete an online estimator at [www.education.gov.au/ChildCarePackage](http://www.education.gov.au/ChildCarePackage)***

***It is the responsibility of the parent to register for Child Care Subsidy. This can be done by contacting Centrelink either in person, by phone on 136 150 or by accessing their My Gov account at [my.gov.au](http://my.gov.au) They will give one parent/guardian a Customer Reference Number (CRN) and your child a CRN. You must inform FACES of these numbers in order to be eligible for any government rebates***

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

## Child protection

*Child protection is a serious issue in our society. We have a need, commitment and responsibility to protect the children in our care. It is essential to recognise and value the personal space of children, educators and families, taking into consideration cultural differences.*

*We believe that:*

- *Children have the right to safety and adequate standards of care and nurture.*
- *Adults have responsibilities for the protection of children in our society.*

*Under Section 356 of the Children and Young People Act 2008, all of our educators are Mandatory Reporters. Children are our priority in child protection issues. Whilst the team supports families, their primary responsibility is to protect children in their care. All educators and staff are aware of the procedure to follow in the case of suspected abuse or neglect. It is necessary to record and observe concerns noting physical and behavioral indicator – dates, times, actions, etc. Educators will maintain confidentiality always.*

## **Clothing**

*As we believe in ‘hands-on’ learning for the children, we do ask that you dress your child in comfortable play clothes appropriate for both indoor and outdoor activities. As we are a Sun Safe service we follow the ‘sun smart guidelines’ required by The Cancer Council NSW. Appropriate clothing includes; covered shoulders, wide brimmed hat & sunscreen (provided). Please see our Sun Protection Policy for further information. This applies to excursions as well.*

*Aprons for ‘messy’ play or water activities are provided, however your child may still get paint, glue or water on their clothing, so please dress them in practical everyday clothing. We will use paints that are washable, but please understand that sensory learning is a big aspect of young children exploring their world, and therefore have an expectation that clothes worn to child care will come home dirty.*

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

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

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

## Communication

*This is the key to a successful partnership in the care and education of your child. Our educators are always available to discuss any aspect of your child's care or development and meetings can be arranged to suit if more time is needed.*

*We aim to provide a positive two-way communication through the following channels:*

<i>Formal and informal conversations</i>	<i>Newsletters</i>
<i>Email and telephone calls</i>	<i>Notices, signs and policies in the foyer</i>
<i>Comfortable areas in the room to encourage you to stay, watch and play!</i>	<i>Family/Teacher nights</i>
<i>Parent/Teacher Interviews</i>	<i>Surveys &amp; questionnaires</i>
<i>Interactive program displayed in each room or foyer</i>	<i>Children's Portfolio's and Development Records</i>
<i>KeptMe app</i>	<i>Child or family based events</i>

*Please be reminded that when dropping off or picking up your child, that we would appreciate minimum conversation with the staff on the floor, as they are still responsible for the supervision of the other children in the room. If you feel you need to talk at length with your child's educator regarding their welfare, please make an appointment.*

*For convenience and to help the environment, E-mail is our preferred form of communication with families for newsletters, updates, surveys etc.*

## Confidentiality of Records

*To comply with our Confidentiality Policy all records concerning families & children are secured in the office, with contact details only stored confidentially in the rooms. If families wish to access their children's records, this can be done anytime by request.*

## Daily Routine and Program

*The children are provided with a safe and stimulating environment. Our educators are aware of the unique needs of children in an early education and care setting and continually evaluate the environment and program to ensure these needs are met.*

*FACES plans and evaluates learning according the principles, practices and outcomes of the Early Years Learning Framework, the National Quality Standards, theories on development and research into development.*

*The EYLF document has been developed to carry out the Australian Government's vision where "All children have the best start in life, to create a better future for themselves and the nation."*

*Belonging - knowing where and with whom you belong.*

*Being - recognises the importance of the here and now in children's lives.*

*Becoming - reflects the process of rapid and significant change that occurs in the early years, as young children learn and grow.*

*The EYLF document, the NQS standards, and other relevant literature on Early Years Learning are available for you at the service.*

*School Transition program is always a big concern of families. We would first like to assure you our educational program is run by a university qualified teacher, and meets the same requirements of any preschool in Australia. There is no difference in the education provided at FACES, to a formal preschool setting, apart from our education being offered over longer hours.*

*Another strength within the FACES educational program will be commitment to ongoing learning from the educators. Through action based research, educators will constantly be encouraged to reflect and build on their practices through asking questions, again building that sense of wonder we so passionately believe in within our service philosophy. This will be evident throughout the*

*documentation within the setting, and by the involvement of our educators within the wider early childhood sector.*

## Evacuation Drills

*Evacuation Plans are placed throughout the service.*

*We are required to conduct regular evacuation drills.*

*Families are expected to support our drills should you be onsite and follow direction from the educators*

## Family Involvement

*FACES welcomes you at any time to visit with your children. There are many ways in which you may become involved in the service should you wish to do so. We realise however, that as working parents your time through the day is limited, for this reason throughout the year we will have functions such as Parent Information nights, Family/Teacher catch ups, Special Guest Speakers, and so on outside of work hours to allow you to connect together and with us.*

## Fees

### 1) Enrolment Fee and Holding Deposit

- a) *Upon being offered a place, parent(s) or guardian are required to pay an enrolment fee of \$165 per child to secure the position. Once the child is successfully enrolled \$60 out of the \$165 will cover the administration cost and the remaining \$105 will form part of the Bond.*
- b) *The \$165 enrolment fee is not refundable if the parent(s) or guardian(s) decide to withdraw the enrolment.*
- c) *Upon enrollment, A two (2) weeks full fee refundable bond is to be hold by FACES. The remaining balance (two weeks full fee less \$105) must be paid before the enrollment day.*
- d) *This bond is deducted on the last two weeks of your child's fees when leaving the service. A four-week written notice must be given to the director if you want to drop days or to terminate your position at the service.*

### 2) Daily Charges

- a) *Daily fee charges are \$105 per day*

b) *Child care fees are to be paid weekly as shown on account statements which will be issued every week. All fees are to be paid for public holidays & absentees for whatever reason*

a) *No fee is charged on the 2-week break between Christmas and new year.*

2) *Payment methods:*

a) *Payment by cheques is accepted. In the event a cheque is dishonored by the bank, then the parents must pay the bank fee and the balance owing. Please ensure cheques are made payable to Families @ Carlingford Education Service.*

b) *Cash payments are not accepted for child safety reasons.*

c) *Direct deposit, with your child's name or parent name as the reference payer to BSB 032282 Account # 380852*

3) *Late Fees*

*Fees are to be paid by the Friday of each week. If fees due exceed 2 weeks a \$25.00 late fee will apply from that week on.*

## **Incursions/Excursions**

*At different times of the year the service may organise excursions and incursions. The details of these will be communicated to you along with risk analysis and permission forms.*

## **Grievance and Complaint Register**

*We take all grievances seriously and value your input on all aspects of our provision. To discuss any concerns please make an appointment with your director. A plan of action will be discussed, implemented and evaluated to address the issues raised.*

## **Hats**

*We are a Sun Smart Service and have a Sun Safety Policy to ensure the welfare of our children. It is essential that children wear their sun safe hats whilst outdoors in accordance with our policy. Staff will model sun safety with appropriate sun safe hats as well. Please ensure your child has their hat in their bag EVERYDAY.*

## Hours

*Our service is open between the hours of 8.00am and 5.30pm, Monday to Friday. Please do not bring your child any earlier than 8.00am or collect them any later than 5.30pm, as we are not licensed nor legally responsible for children's care other than between the hours of operation.*

*We are closed on all public holidays and for a two-week period over Christmas and New Year.*

## Illness

*FACES is unable to provide care for children suffering from infectious disease, diarrhoea, vomiting or high temperature (i.e. 38°C or above). For high temperatures, with your permission Panadol will be administered to allow time for your child's collection. Due to a higher number of children being prone to convulsing during early childhood an ambulance will be called if your child temperature is 40°C or above.*

*Any diarrhoea, vomiting or high temperature must be CLEARED from symptoms for at least 24 hours before returning to the service to prevent the passing of infection to other children and staff.*

*Children are also considered to be suffering from illness if they are out of character, requiring one to one care and not engaging with the content of the educational program. In this scenario we would also require the child to be collected from the service.*

*It is not acceptable for a child to be given fever-reducing medications and brought into the service. If a child has a high temperature, then he/she will not be allowed back until their temperature has returned to normal.*

*If your child does contract an infectious disease, please advise the service so that the families of other children in contact with your child can be notified. If your child has been excluded from FACES with symptoms of infectious disease a doctor's clearance through a medical certificate is required on returning to the service.*

*If your child falls ill at the service, educators will make them as comfortable as possible until they are collected. If educators determine or suspect they are serious enough to be sent home, a phone call will be placed to the parents/guardians to collect their child. Failure to collect your child may result in the loss of the placement. As you can appreciate, when caring for many young children a day, it is important to exclude unwell children so that the illness does not spread and allows healing time for your child.*

## Illness Exclusion Guidelines

*Your child must be kept at home if he/she has:*

* Vomiting/Diarrhoea	* Hand, Foot & Mouth Disease	* Ringworm
* Conjunctivitis	* Giardia	* Thrush
* Chicken Pox	* Impetigo	* Viral Hepatitis

*Exclusions guidelines are followed based on the information provided by NSW Health, or the information contained within Staying Health in Child Care 5th Ed. At times of outbreak, NSW Health may advise us to increase exclusion periods for children.*

*Children will be excluded if they present at the service with:*

- **Respiratory Symptoms** - *If breathing is rapid, difficult, or with severe coughing.*
- **Fever** – *If temperature is 38 degrees or more, or occurs with other symptoms.*
- **Diarrhoea** - *If there have been two loose stools, or one during outbreak of gastroenteritis.*
- **Vomiting** - *If there is any vomiting at all.*
- **Eye/Nose Drainage**- *If there is thick mucus or any discharge draining from the eye or nose.*
- **Sore Throat** - *If there are swollen glands or other symptoms as well.*
- **Skin Problems** - *If there is undiagnosed rash, or infected or undiagnosed sores.*
- **Itching** - *If there is persistent itching of body or scalp.*
- **Behaviour** - *If the child looks or acts differently.*

## Immunisation

*In order to comply with DECS all original immunisation records will need to be kept at the service.*

*These need to be obtained from the Australian Childhood Immunisation Record (ACIR) in the form of*

*a history statement. These are sent to families after immunisation but can also be obtained by contacting 188653809 or [acir@medicareaustralia.gov.au](mailto:acir@medicareaustralia.gov.au) or [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) or in medicare/Centrelink offices.*

*Please ensure to provide us an updated copy when your child has their milestone vaccinations. In the event of contagious conditions, children who have not been immunised will need to refrain from attending our service (daily fees will still be charged).*

## **Injury and Accidents**

*Although we take all care possible, from time to time our lively little ones do have minor accidents. Any child who sustains an injury or is involved in any incident whilst at our service will be treated by an educator with a first aid qualification and an Incident, Injury, Illness & Trauma form will be completed for parent viewing and signature. Any serious accident or injury will be treated by emergency care, and parents will be notified immediately.*

## **Inclusive Education**

*FACES is a place where everyone is welcome. This includes children with varying family structures, from different cultures/religions, children speaking different languages and children with any form of additional needs.*

*From our educational environment, we want to promote equality to children. As a part of the everyday curriculum, children will be exposed to books and learning experiences that target all of the above areas of inclusion and promote respect, tolerance and mateship. Please speak to the director for further information.*

## **Late Collection of Children**

*When a child is collected after the licensed hours (5.30pm) the following procedures will be followed:*

- 1. A fine of \$5 per minute for each minute after 5.30pm*
- 2. If a family is late in picking up the child 3 times in a calendar year the child's placement will be reviewed and could be terminated.*

*Whilst this may appear harsh, please appreciate that staff have worked a long day, and we are not licensed to care for children after 5.30pm, but most importantly this can be upsetting to your child.*

## **Lost Property**

*FACES has a lost property box, so please check this on a regular basis. Naming / labelling all items will assist with your property being returned to you quickly. The lost property box will be emptied at the end of each quarter any unclaimed lost property will be sent to a local charity.*

## **Meals**

*FACES provides morning tea, cooked nutritious lunch and afternoon tea provided by KGF. The menu is planned in accordance with the NSW Health Department guidelines and are nutritionally balanced to provide your child with 50% of his/her daily nutritional requirements. Weekly menus are displayed at the service. KGF provides seasonal 6 week rotational menus. Children with allergies are also catered for and any allergies should be detailed in your child's enrolment form.*

*As some of our children have allergies we do not allow food to be brought into the service except for occasions such as children's birthdays or other special circumstances approved by the Nominated Supervisor. We ask that on the occasion of a child's birthday you bring 28 cupcakes without cream, nuts or hazelnuts, as some children may have allergies and would miss out. Plain or iced cupcake's is a wonderful idea!*

*Please feel comfortable to discuss food requirements and needs with your child's educator or Director. Note that we understand there is some special circumstances that may require different nutritional requirements and our aim is to work with families on meeting children's nutrition, growth and development goals.*

**\*\* FACES is NUT FREE \*\***

***Please be aware some children have life threatening allergies to nuts, even the presence of touch from a peer can trigger. Please do not bring nuts in, or allow your child to consume nuts on days where they will attend FACES.***

## Medication

*All medicines required by the children involve the family completing a medication form which needs to be checked by an educator prior to the family leaving.*

*All medicines must be prescribed by a licensed practitioner and clearly state the child's name, date, expiration date, dosage required and times to be administered.*

*Without this, we will be unable to administer the medication. Medication needs to be handed to an educator to protect the safety of all our children. All medications must have been given at home first prior to being administered at the setting in case of allergic reaction. If your child is prescribed an antibiotic, they must be kept at home for 24 hours to allow the medicine to take effect.*

*For further information, please see our Administration of  
Medication Policy  
National Quality Standard QA 2  
National Regulation Department of Education & Care (DECS)  
Regulations 90 – 96.*

## Nappies

*Nappies are provided by families (if your child is wearing nappies).*

*Children's nappies will be changed at scheduled intervals as well as checked throughout the day to ensure children are not susceptible to nappy rash and discomfort. Each nappy change and check will be recorded on the Nappy Change Chart. You will be able to look at the nappy chart upon collection. It is located in the nappy change area.*

## National Quality Framework

*On 1 January 2012, the National Quality Framework was established and applies to all long day care, family day care, preschool (or kindergarten) and outside schools hours care services.*

*The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services through:*

- *a national legislative framework*
- *a National Quality Standard*
- *a national quality rating and assessment process*
- *a new national body called the Australian Children's Education and Care Quality Authority.*

*The National Quality Framework took effect on 1 January 2012 with key requirements being phased in overtime. Requirements such as qualification, educator-to-child ratios and other key staffing arrangements will be phased in between 2012 and 2020.*

## National legislative framework

*The national legislative framework is established through an applied laws system and consists of:*

- *the Education and Care Services National Law*
- *the Education and Care Services National Regulations.*

*It creates a jointly governed uniform national approach to the regulation and quality assessment of education and care services and replaces existing separate licensing and quality assurance processes. For many services this integrated approach means less red tape.*

*A Regulatory Authority in each state and territory will be primarily responsible for administering the National Quality Framework, including approving, monitoring and quality assessing services. It will be the first point of contact for services.*

*A new national body—the Australian Children’s Education and Care Quality Authority will oversee the National Quality Framework and ensure the consistent and effective implementation of the new system.*

## National Quality Standard

*The National Quality Standard sets a new national benchmark for the quality of education and care services. The National Quality Standard is divided into seven Quality Areas:*

<i>1. Educational program and practice</i>	<i>5. Relationships with children</i>
<i>2. Physical environment</i>	<i>6. Leadership and service management.</i>
<i>3. Children’s health and safety</i>	<i>7. Staffing arrangements</i>
<i>4. Collaborative partnerships with families and communities</i>	

*The National Quality Standard aims to promote:*

- the safety, health and wellbeing of children*
- a focus on achieving outcomes for children through high-quality educational programs*
- families’ understanding of what distinguishes a quality service.*

## National quality rating and assessment process

*Approved Services will be assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations. They will also be given an overall rating. The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children’s education and care.*

*Assessments for existing services commenced in 2012 and is ongoing.*

## Open Door Policy

*At all times that FACES is operational, we have an open door policy. That means families are welcome to come by, join with us, observe and be involved in our practice.*

*We encourage our parents and families to volunteer and participate in our programs as this can allow for this educational philosophy to continue when the child leaves the classroom (ie we can then better collaborate about the home expectations and needs and those that are supported and encouraged here at FACES). We want to know our families better, their traditions, their routines, their talents, their expectations and we want you to know us too!*

## Parking

*FACES provides temporary parking at the front roundabout for families to drop off and pick up their children. However, all vehicles should not park in the roundabout for more than 5 minutes. If you are staying at the service for an extended period of time, please consider other families and use on-street parking.*

## Photography

*Throughout the year we will be taking photographs of the children engaging in various activities, and on special occasions. These photos can be used in documenting your children's learning, used in our daily documentation, on publications of special events and in local promotion. All families are asked at enrolment for permission to take and display photos.*

*Families will be invited to record their child's special group events and celebrations through the use of photographs or video on the understanding that they will not publish any material on the Internet, including on their personal Social Media, as the Service has no control over these images once they are in the public domain.*

## Rest Time

*The educator's at FACES understand that each child has individual needs, which includes the amount of rest they require to function effectively. No child at our service is forced to sleep or asked to lie*

*down for long periods of time. A balance of fast and slow paced activities will also be programmed to encourage the children to relax and unwind throughout the day.*

*There is a planned rest period for all children approximately between 12pm to 2pm. For children who do not sleep, they are encouraged to relax on their own cushion for no longer than 20 minutes until they are ready to participate in quiet activities. Family's requests regarding their child's sleeping routines will be respected and adhered to as much as possible. It is our policy that if a child falls asleep, they need a rest and will not be woken unless requested by families personally. However, we will encourage the child to wake up but will never force a child to stop sleeping.*

*Sheets are provided for rest times. Please launder and return weekly. Please provide a light blanket in winter.*

*Educators document if your child slept that day and the duration for younger children on the communication charts located near the vertical lockers.*

*For Further information, please refer to our Rest and Sleep  
Policy  
National Quality Standard QA 2  
National Regulation Department of Education & Care (DECS)  
Regulation 81*

## **Room Organisation**

*Across our services, decisions are made in the best interest of children relating to group size and room organisation. Consideration is given to children's age, stage of development and also child/staff ratio when room configurations are being decided upon.*

## Starting at the service (Orientation)

*FACES has a welcome process to assist children and family members to settle into the service*

- 1. After a family has been offered and accepted a position, the Director co-ordinates a day and time for the first orientation visit (around 1 hour). On the day you will be greeted by the Director and will be asked to sign the visitor's book prior to being taken on a tour of the service. During the tour, the Director will highlight specific policies and procedures as appropriate (for example, this is where your child's bag will be stored, or this is where your child's milk being dropped off will be recorded).*
- 2. The Director will introduce you and your child to each staff member on duty, and to the person who will be your child's main Educator.*
- 3. Your child will be encouraged to explore and join in with the other children if they feel comfortable. Staff qualifications, experience and qualities will be discussed during the tour.*
- 4. Once you have been shown around the service, the Director will sit with you and discuss your child's individual needs and requirements and review all the documentation which has been provided. You will be shown the location of the policy & procedure manual. You will also be given other relevant information which relates to your enrolment.*
- 5. We will discuss your child's settling in needs and will work with you to define a settling in schedule which will best suit the child. Parents and families are encouraged to visit a couple of times to get to know the staff and service, and to feel comfortable with leaving their child. Staying in the environment with your child for small blocks of time could be helpful with this.*
- 6. As day one approaches, try to plan for a short day. The 1<sup>st</sup> day your child will stay at the service without you will be from **9-12.30**. On that day the Director will greet you and your child and introduce you to the educators and staff team. The child's previous night will be discussed and any other relevant concerns.*
- 7. We recommend that the first few days in care are no longer than 6 hours – eg. 9.00am – 3.00pm. As other children start to be collected your child may start to become anxious and 'remember' that you are not with them, especially if a new friend is collected first. It can be a long day of adjusting to a new setting – so the shorter the day – the better their day will be.*
- 8. Families are welcomed to call throughout the day for an update whenever you require.*
- 9. At the end of the first day the Educator will go over the day's events with you. This will be an ongoing form of contact with your family.*
- 10. The Director or Educator will add your child to KeptMe. After your child has been added an invitation will be sent via email for the family to accept and follow their child's learning.*

***A separation routine might be:***

- 1. "Let's sign your name in the book/unpack your bag/put your hat on etc."*
- 2. "Now we will see your teachers".*
- 3. "Ok, Mummy/Daddy is going to work now... see you after your afternoon tea."*
- 4. Kiss goodbye and leave smiling.*

*Each child will settle into the service in quite different ways. Some children will happily separate whilst others may cry or cling to you when you leave. How many days a child attends the service each week may determine how long it takes them to settle in.*

## **Sun Safety**

*Due to our Sun Protection Policy, it is essential that all children bring & wear their provided wide brimmed hat to wear outside.*

*As we encourage self-help skills, educators will support children to apply their sunscreen independently whilst making sure that this is put on properly to ensure full coverage, before the children go outside. Children with allergies or sensitive skin that reacts to our sun screen will be asked to provide a sunscreen so that they also are able to abide by our sun protection policy.*

*Upon arrival at the service, we ask that you apply sunscreen to your child before you leave to allow them to join in our indoor/outdoor play program quicker.*

*Our Sun Protection Policy minimises outdoor play for children between the hours of 11am and 3pm in summer, unless it is under a shaded area or under the veranda. Sun protection is required at all times in summer, and in other seasons when the UV level is 3 or above.*

*We strongly advise parents to dress their child in clothing that will cover the shoulders and upper arms (i.e. no singlets or spaghetti strapped tops/dresses).*

*For further information, please see our Sun Protection Policy*  
*National Quality Standard QA 2*  
*National Regulation Department of Education & Care (DECS)*  
*Regulation 168*

## Termination or Reducing Days

*In the event of terminating your child's enrolment or reducing days, families must give written confirmation of the four (4) week notice period that they are altering their child's enrolment and receive written acknowledgment from FACES. If you wish to reduce your child's attendance FACES has the right to pick which day(s) of the week your child ceases to attend. This follows the DECS 'Priority of Access' guidelines.*

*For further information please see our Fee Policy*  
*National Quality Standard QA 7.*  
*National Regulation Department of Education & Care (DECS)*  
*Regulation 168, 172 34*

## Toileting

*We are happy to support the toilet training of children. We encourage parents to discuss toileting needs and progress with our educators, so that we can support our children together. Toilet training must start at home; educators will follow through when this is started. Educators will provide families with knowledge and support in attaining this skill.*

## Waiting List

*FACES maintains a waiting list for all children who are seeking places at the service. The Waiting list is divided into 2 sections.*

### The Internal Waiting List

- Children who are enrolled but require changes to their existing care arrangements such as adding or changing days;
- Siblings of children who currently attend
- Siblings of children who have attended FACES in the past.

The External Waiting List includes children who have not been involved with FACES previously.

## What to Bring

Families are required to supply a full change of clothing each day, including underwear. Even if your child does not have 'accidents', there are other situations where a change of clothes may be necessary. The following are suggested items that should be included for your child:

- Refillable drink bottle- please label your child's name and place upon arrival on the water trolley. Please ensure to collect this upon leaving
- Hat – Sun Safe Hat
- Clothes – minimum one change
- Comforters – Dummy, security blanket or familiar toy if necessary
- Bedding - provided by FACES please launder and return weekly. Please provide a light blanket in winter.
- Nappies – at least 6 packed in bag (if your child is wearing nappies)
- Bottle - if formula, bring enough sterilised bottles and a dispenser with pre-measured powder labelled with name, date of preparation and date of expiration. if your child requires cows milk you may bring empty bottles. All bottles must be labelled with name.

We strongly suggest parents to start introducing the cup to their child. Current research suggests that prolonged bottle can cause poor appetite for food and prevent the child from getting all their daily essential nutrients. It also increases the risk of tooth decay. Parents can bring in sippy cups at the beginning of the transition. We will support the child to gradually move to open cups.

## Valuables

Please DO NOT bring valuables to the service, including favourite toys, jewellery, money etc. Such items have a habit of being lost, buried in the sandpit, 'borrowed' or accidentally broken by others – they are safer at home. FACES accepts no responsibility for the loss of these items. There are many resources provided at the service.

## Summary of your responsibilities

- *To keep the service updated with any changes to home address, phone numbers, email address and names on your contact list. This is extremely important in cases of emergency.*
- *To check your pockets daily for information, receipts, etc.*
- *To include a full set of clothes in your child's bag and sun hat.*
- *To read the information in the foyer for notifications, policies, procedures and upcoming events.*
- *To observe service policies especially in regards to keeping sick children home, exclusion periods and medications.*
- *A soft toy or comforter may be sent for rest time. However, toys from home are often lost or broken and we ask that you do not bring any toys from home or any lollies, chips, chewing gum or chocolate, etc. Remember that many children have allergies and we therefore ask you to not bring any food on site, as we will be providing food to the children.*
- *Young children tell the time by events happening around them, therefore it is important to keep your arrival at the service, both morning and afternoon at a regular time slot where possible.*
- *When dropping off your child for the day, please say good-bye to them when leaving. This will help your child settle down and enjoy their day!*
- *Where possible, involve yourself into every aspect of our practice. Collaboration between us is key to this being the best experience for your family.*

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

*Please don't hesitate to speak to your children's educators or our director/nominated supervisor at any point during your time with us at FACES.*

### ***In Conclusion***

*We would like to welcome you to FACES and thank you for enrolling your child at our service. It is our aim to provide you and your family with an enjoyable and positive learning experience for your child.*

*We are here to provide a high quality service to both you and your child and to do this successfully we need your assistance, support and involvement. Once again, if at any time you have any needs, concerns, suggestions or questions, please do not hesitate to speak to our educators or myself.*

*We look forward to getting to know you & your family better.*

*Kind regards,*

*Zizhen Pan*

*Director*

*[info@familiesatcarlingford.com.au](mailto:info@familiesatcarlingford.com.au)*