



Sweet Peas

Kindergarten & Long Day Care Centre

Parent Handbook

38 Union Rd, Penrith NSW 2749

Phone: (02)4721 4920

Email: sweetpeaskindy@gmail.com

It is Law that a copy of your child's Medicare Immunisation record be submitted to the centre upon enrolment, as your child will not be able to attend without it.

CONTENTS:

Sweetpeas Kindergarten Philosophy	pg.3
Early Years Learning Framework Outcomes	pg.4
Centre Details	pg.5
<i>Including: Operating hours; About the Centre; Car park; Staff; Children; Phone calls; Arrival/departures; Communication; Keep Informed</i>	
Fee Information	pg.5
<i>Including: Fees; Additional fee information; Account to transfer fees to; Make Up Days; Child Care Subsidy; Direct to Service; Childcare rebate</i>	
Enrolment Details	pg.6
<i>Including: Enrolment forms and HUBWORKS; Family Details; Withdrawing a child; Absentee notes; Sickness; Immunisation records; Birth Certificates; Proof of Address; Daily Attendance; Signing in and out; Collection of your child</i>	
General Information	pg.8
<i>Including: Room Groups; What We Offer; Early Years Learning Framework; Portfolios; Parent Library; Rest Time; Menu; Meal times; Health & Hygiene</i>	
Preschool Program	pg.10
<i>Including: Preschool Group Routine; NSW Foundation Handwriting</i>	
Starting at Sweetpeas	pg.10
<i>Including: Orientation; What to bring to Sweetpeas; What NOT to bring to Sweetpeas; Settling your child; Bottles, Dummies and Sipper Cups; Baby wipes; Nappies; Toilet Training</i>	
Policies and Procedures.....	pg.12
<i>Including: Clothing; Parent/Family Involvement; Illness; Asthma; Allergy and requirement of EpiPen; Risk minimisation plans; Prescription Medicine; Accidents and Injuries; Sun Protection Policy; Parent/Guardian Complaint or Grievance; Confidentiality Policy; Guiding Children's Behaviour</i>	

Service Philosophy

Sweetpeas Kindergarten operates on Dharug country. We acknowledge the Dharug people as the traditional custodians of the Penrith region and pay our respects to Dharug elders past, present and future. We are committed to a positive future for the Aboriginal and Torres Strait Islander communities.

At Sweetpeas we believe that the early years of a child's life are the most influential, and it is during these years that a child develops the foundation skills and abilities that they will use throughout their formal education and life. We acknowledge the importance of play in early childhood development and learning. It is through play that children explore and begin to understand the world around them as they communicate, problem solve, discover, create, imagine, socialise, experiment and challenge each other's thinking. Our philosophy includes the following aims, reflections and beliefs:

- We believe all children are the most important part of our centre and that working with children is a privilege.
- We believe children are unique and capable individuals, who come to our service with their own interests, skills, ideas, knowledge.
- We believe children have a right to be active participants in their own learning and should be empowered to express their views and ideas.
- We endeavour to honour children's histories, cultures, languages, traditions, ways of knowing and languages spoken, as well as strategies used by children with additional needs to negotiate their everyday lives.
- We strive to make our centre safe, comfortable, clean, loving, fun and welcoming at all times.
- Our service caters for different capabilities and learning styles in our learning environment, and invites children and families to contribute ideas, interests and knowledge.
- We acknowledge that family is the most important and influential aspect in the lives of young children and the significance of their relationships cannot be underestimated.
- We aim to ensure we involve parents and families into the program's development and implementation, as we believe a family's involvement and ideas can provide diverse perspectives to our service.
- We strive to develop positive, mutually respectful relationships with family members, as we work in partnership to achieve the best possible outcomes for all.
- We believe teamwork and effective communication are essential requirements for positive outcomes across all aspects of the services' functioning.
- We aim to create an environment of trust and respect, where we work towards achieving a shared goal.
- Through reflection and evaluation of our actions, we are able to assess our own practices and identify areas that may need further development.
- We recognise educators as our service's most valuable resource and aim to provide them with a satisfying and safe working environment. Further we also appreciate the experience and skills of all staff, and we appreciate their dedication as an integral element of the success of our service.
- We work to ensure that no child is discriminated against on the basis of gender, sexuality, age, ability, economic status, family structure, lifestyle, ethnicity, religion, language, culture or national origin.
- We believe that a curriculum in which children are active participants and collaborators allows for a more individualistic and meaningful involvement by the children. Our programs reflect planned and spontaneous experiences designed to support children's development in all domains.
- We believe families need to feel comfortable with their knowledge of our program, thus we strive to provide information suitable for each family to develop their understanding.
- We believe our program needs to reflect the needs and wants of not only the child, but of the families too.
- All educators have input into the program, as we believe each staff member's individual knowledge and perspectives are of equal importance.
- We strive to be seen as a service of excellence within our community, a service which values community involvement in all aspects of our program.
- We aim to utilise community resources effectively, to enhance the growth and development of individual children, families, and educators.
- We believe community involvement in our centre assists children's awareness and knowledge of the wider world and their sense of belonging; we will strive to play an active part in our community whenever possible.

- We believe that providing children and families with information on community events and services our centre will further foster a sense of belonging for all involved.
- We embrace diversity within our service and the wider community, so that children view this diversity with a sense of appreciation and wonder, rather than misunderstanding and fear. Through respect, acknowledgement, appreciation and acceptance of diversity within our community, our service embraces, celebrates and shares traditions and cultures throughout our program.
- We understand that children often develop their ideas and understandings of the world around them from the information presented to them by the significant adults in their lives. As educators we acknowledge that we are some of these significant adults, and we have a responsibility to present a positive approach to the environment.
- We educate children about sustainable practices, which include recycling, Clean Up Australia Day, and Earth Hour.
- We strive to provide an environment both inside and outside which house a balance of manmade and natural materials.

Sources:

- Department of Education, Employment and Workplace Relations. (2009). *Belonging, Being and Becoming: The Early Years Learning Framework for Australia*. Canberra: DEEWR.
- Early Childhood Australia Inc. (2016). *Early Childhood Australia's Code of Ethics*.
- *UN Convention on the Rights of the Child* (1989).
- Individual reflections/ beliefs from current staff- (Michelle ,Janine, Cassandra, Louise, Kelly, Ashlee, Linda, Katelyn, Sarah)

Review date: September 2018
Due for review: September 2019

Early Years Learning Framework Outcomes

Outcome 1 - Children have a strong sense of identity

- Children to feel safe, secure, and supported
- Children develop their emerging autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2 - Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3 - Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4 - Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5 - Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use information and communication technologies to access information, investigate ideas and represent their thinking

Sweetpeas Kindergarten Centre Details

Operating hours: Monday to Friday 7.30am - 5.30pm.

The centre operates for 50 weeks of the year closing for 2 weeks over the Christmas period.

The centre closes for all public holidays.

Please ensure that you pick up your child before 5.30pm. The centre has a late fee of \$7.50 per 5 minute intervals (per child) from 5.30pm.

About the Centre: Sweetpeas staff and educators are qualified, friendly and caring. Our curriculum is play-based and guided by the current interests, needs and development of the children in our care, with focus on their cognitive, language, creative, physical, social and emotional development. Our curriculum also reflects Belonging, Being & Becoming - The Early Years Learning Framework for Australia (EYLF), to ensure the most positive outcomes for our children, families and community.

Car park:

- We ask that you drive safely in our car park.
- Park in correct parking bays.
- Use the side street if you want to chat to other parents.
- Do not leave children in the car unattended.

Staff: We have qualified and experienced staff who enjoy caring for and teaching your children. Our staff hold various levels of qualifications and we extend our service to assist in the training of students. All of our staff hold current first aid certificates and asthma/anaphylaxis training. Our cook is fully qualified and is advised on menu planning by Feed Australia. We also have access to a special advisory service which assists us with any additional needs your child may have. Our staff attend regular professional development sessions and courses to stay up to date with early childhood education practices.

Children: Sweetpeas caters for children ages 2 to 6 years with a full complement of 32 each day. We have nappy change facilities and steps to help with toilet training. We do have a nappy wipe donation system if your child is in nappies and nappies are to be provided by the parents.

Phone calls: Please feel free to ring and check on your child during the day when they are settling in or out of sorts but keep in mind that staff are also required to care for the children so keep it brief. Please refrain from ringing during the hours of 11.30am and 2pm, as this is our busiest times.

Arrival/departures: We need a phone call if your child will be later than 10am., the cook also begins her day at 10am and we need to know how many to cater for. Also remember to close the gates behind you for the safety of your children and others. For increased safety measures, the front gauze door will be locked between parent's arrivals/ departures. Please lock the door behind you as you enter the premises.

Communication

Our Centre email is sweetpeasKindergarten@gmail.com, we are also on Facebook, and we have a communication/feedback box that messages can be placed in as well. Any of our staff members are able to help out with any questions.

On our bench we have parent pockets for each family for communication from the educator to the families, i.e., birthday invites, craft and notes from teachers, will be placed in them so please check them daily. We have a communication box on the bench as you enter the building which is used for the parent's communication back to the educator.

Keep Informed: Check pockets, notice boards & signs daily. Our educators fill out a day sheet daily which is kept on the sign in forms, we take photos daily and display them in the afternoon. Updates and upcoming events will be posted onto Facebook as well as e-mails sent home and newsletters

Fee Information

Fees: On confirmation of enrolment 1 week's full fees are payable up front without Child Care Subsidy being applied to the amount. This 1 week fee:

- Is non-refundable if you choose not to enrol at the Centre after confirming your position,
- Is applied directly to your account and no holding deposit is kept by management,
- Secures your position at the Centre, no position is secure unless this 1 week fee is paid,
- Can be paid by direct deposit, EFTPOS or cash only,
- Must be accompanied by your completed enrolment form, with your family's CRN numbers.

Additional fee information

- Fees are billed fortnightly in advance.
- Fees can be paid by direct deposit, cash or EFTPOS.
- The Centre is closed over the Christmas/New year holidays. No fees are payable during this period.
- Fees are payable for the 50 weeks of the year as the Centre does not close for school holidays.
- Fees are payable for all holidays (other than the Christmas break) and for all sick days.
- Fees are also payable for children who are excluded for non-immunisation reasons on the advice of the Health Department.
- Two weeks of unpaid fees could result in your child's position being terminated from the Centre.

Account to transfer fees to:

Account name: MMKB PTY LTD

Account number: 442133193

Account BSB: 112-879

Reference: Your child's full name

Make Up Days:

These are extra days that may be able to be provided when your child's permanent scheduled day falls on a public holiday. Make up days are not required to be given by law, but it is something we try to do to assist parents. Parents will be contacted with a date that can be used as a make-up day or on the particular day if days are full and no notice can be given.

Where possible, you will have two opportunities to take this make up day. If you are given a date and say no on both occasions you forfeit your day. If you are given a makeup day and your child does not turn up or you do not call in, this day will be forfeited.

Child Care Subsidy:

Families are encouraged to apply to the Family Assistance Office (FAO) for Child Care Subsidy (CCS) eligibility. CCS is based on your Assessed Family Income (AFI) as well as your activity. Proof of income will be required by the FAO. The assessment may take place at any FAO or over the phone if your family is already registered with the FAO. This information may be updated on your Centrelink app.

It is your responsibility to notify the FAO if there is change in your circumstances. The amount of fees to be paid will vary and your eligibility for any benefit or subsidy may change as a result.

CCS is paid for 42 absences a year that includes public holidays. After 42 absences fee relief is withdrawn and the family will revert to full fees.

Direct to Service

It is now law that the child care subsidy entitlements are paid directly to the service. The service Sweetpeas will bill you the remainder.

Childcare rebate:

The Child Care Rebate has now been abolished by FAO as of the 2nd July 2018

You can call the FAO for more information about your family assistance.

136150 - Between 8am and 8pm (local time) Monday to Friday.

131202- For information in languages other than English.

Enrolment Details

Enrolment forms and HUBWORKS: When you have paid your bond to secure a position at Sweetpeas, you will be given a new enrolment form. This form includes specific information needed to enter your child into the HUBWORKS system and our terms and conditions to be signed. Please ensure this form is returned as soon as possible BEFORE your child's start date. We will then enter in your child's details and e-mail you specific and personal log in details for you to connect to HUBWORKS. You are required to fill out ALL information asked in the enrolment form online, which we will then print off and get you to sign. This is the process needed to enroll your child into our centre. Once you have logged into HUBWORKS, you will have access to your child's attendance records, enrolment form to update when needed, payments made and Payments owed. Here you will find your child's observations and photo records of your child. You can also message management through HUBWORKS online.

Family Details: Ensure that your details are always up to date eg. New mobile number, address etc. It is your responsibility to keep these details up to date.

Withdrawing a child: If you need to reduce your child's days, or cancel your child's position at the centre for any reason, you are required to give no less than two weeks' notice in writing. However, for the month of December, your child's enrolment is unable to be changed. ***Please note if you decide to take your child out and not see the two weeks through your bond will go towards payment for those two weeks.***

Absentee notes: if your child is absent because they are sick you are required to, where possible, provide us with a doctors certificate as each child is allocated a certain amount of days off. This is a Family Assistance Office requirement.

Sickness: If your child has been ill from a contagious disease you must provide us with a doctor's clearance before your child will be accepted back to the centre. Your child is not permitted to attend the centre whilst in their **first 24 hours of antibiotics**, if they have been vomiting or had diarrhoea **in the past 24 hours** or if they have had Panadol or medication that morning to make them well...once it wears off we then have a sick child on our hands. *The best place for a sick child is in their own bed.* We do not administer non-prescribed medication unless accompanied with a doctor's certificate and a medication form filled out.

Immunisation records:

Upon enrolment your child's Australian Childhood Immunisation Register (ACIR) Statement will need to be produced and a copy will be kept on file. Your child's ACIR must be updated at all times. Unfortunately ACIR exemption forms are no longer excepted as all children must be immunised in accordance with the Public Health Act 2010, from 1st January 2018.

If your child is not kept up to date without the appropriate documents shown, your child will not be permitted to attend the Centre until we receive these. Also your CCS entitlements will cease within 2 weeks of the appropriate birthday. Make sure your child has their shots well in advance of the expected date. The easiest way to access your child's Immunisation register is through mygov or Express plus Medicare mobile app.

Birth Certificates:

Upon enrolment you must provide your birth certificate. A copy will be kept on file.

Proof of Address:

Upon enrolment you must provide proof of your current address which we will take a copy of for our files. Current Drivers licenses will be accepted.

Daily Attendance:

It is important an educator greets you and your child on arrival and says goodbye on departure. Children must be in attendance at the centre by 10am for us to organise adequate food and staffing. If attending after 10am a phone call is required. **If a phone call has not been made by 10.30am your spot may be offered to another child for a make-up-day.**

Signing in and out:

You are required by law to sign your child in on arrival and out on departure every day they attend the service. This is our legal record of your child's attendance and is required by law. All centres are audited and can be fined for breach of these requirements. If you have not signed your child in and out then a staff member will do this for you. You will be advised on your next visit to the service and we will require a signature next to staff members one. The daily sign in sheets are located at the front door on the cupboard, or outside with the educators. In the event of an emergency it is vital that the educators know which children are present, so they can be accounted for.

Collection of your child:

If your child is to be picked up by someone other than yourself, this person must be named on the enrolment form as having authorization to collect your child and must be over 18 years of age. Photo ID will be requested from any family member who has not been identified beforehand. If you need a person to pick up your child who is not already on the enrolment form, this persons details need to be added to the enrolment form upon drop off. If you are running late please call the centre and advise us so we can explain it to your child as late collections can cause distress.

Late fees are payable at \$7.50 per 5 minute intervals. Time in between each interval will be rounded up. (Staff will have to be paid overtime).

General Information

Room Groups:

During the day the children engage in planned learning experiences within their assigned groups. The groups are organised loosely by age.

- Koalas are our 2 year olds.
- Joeys are our 3 year olds.
- Junior Kookaburras are our 4 year olds.
- Kookaburras are our 4/5 year olds (preschool group) who are enrolled in school for the following year.

We encourage that when enrolling your child to consider putting them in for a minimum of two days as children attending one day a week may take a long time to transition, make friends, learn rules and routine and to be actively involved in our program.

Our educators are experienced and cater for each child's needs. Whilst we use a play-based curriculum which allows us to monitor the child's interest and capabilities, making it more personal to your child's needs rather than generalised, we also have some structure in our groups.

We have a preschool program to assist with the children going to school. This allows us to prepare your child as much as we can for school.

We have a number of resources available to parents on hand and if we are unable to assist you on the spot we will always look into it and discuss with you at an appropriate time.

Our educators are enhancing their education by going to professional development workshops and constantly being kept up to date with changes in the profession.

What we offer:

- A clean and safe environment,
- Nutritionally balanced meals,
- High level of parent and centre communication,
- Three separate environments, including a natural garden area with real grass and plants as well as a large soft fall outdoor area,
- A wide range of learning resources including IT experiences, programs, equipment galore and exciting incursions each year. Our resources, activities and experiences reflect and support individual and social diversity,
- Opportunities for self-learning and teacher directed learning through a curriculum designed by our highly qualified and experienced staff. Our programs are planned according to the children's needs, interests and abilities, leaving plenty of room for spontaneity,
- A preschool program which allows the preschoolers to engage in activities designed around transitioning to 'big school'. We have developed this program in consultation with local schools and their expectations in preparation for school,
- Feeding bibs and wash cloths for beginners,
- Aprons for messy play,
- Sunscreen,
- Children's portfolios, progress, half yearly and yearly reports and a USB stick for photos of your child. The USB is \$9.50 and is added to your account,
- Annual end of year celebration at no cost to you,
- Memorable Graduation evening for the preschool children and their families.

Early Years Learning Framework:

Belonging, Being, and Becoming: The Early Years Learning Framework for Australia (EYLF) is a key document for educators to help develop quality early childhood settings. It describes principles, practice, and learning outcomes that are essential to support and enhance children's from birth to 5 years of age and also help support transition to school.

The Early Years Learning Framework is part of the Council of Australian Government's (COAG) reform agenda for early childhood education and care is a key component of the *National Quality Framework* for early childhood education and care. It underpins universal access to early childhood education and is incorporated in the *National Quality Standard* in order to ensure delivery of nationally consistent and quality early childhood education across sectors.

The EYLF describes the principles, practice and outcomes essential to support and enhance young children's learning from birth to five years of age, as well as their transition to school. The EYLF has a strong emphasis on play-based learning, as play is the best vehicle for young children's learning, providing the most appropriate stimulus for brain development. The EYLF also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. Further information can be found at: <https://www.acecqa.gov.au/>

Portfolios:

- Each child receives a digital portfolio on a USB at the end of the year. Observations, photos, as well as artwork will be part of the portfolio and will be accessible to parents and families to view throughout the year if requested in advance, as it is on the computer. Please see staff to arrange an appropriate viewing time.
- A progression report will be issued half yearly and yearly. If you have any concerns with the information you receive please feel free to speak your child's educator at an appropriate time.
- Online observations and online programs are sent periodically sent to parents through hub hello.

Parent Library:

Our centre has a selection of resources accessible to families, please see staff if you would like to borrow an item. There is also a variety of pamphlets and flyers of local services and businesses related to families available in our entrance area.

Rest Time:

Beds are provided for all children, except those in the preschool program. If your child is enrolled in the preschool program and you still wish them to sleep we will provide them with a bed. All children will be given the opportunity to rest after lunchtime. We believe that children need time to wind down and rest their bodies and brains as is it suggested by leading research in regards to brain development. A variety of relaxing music will be played and story books will be provided.

We ask for all children who sleep to bring a set of cot sheets and a blanket during winter. If your child requires something such as a dummy or a toy to comfort them during sleeping you are welcome to pack that in their bags.

Menu:

Our menus are implemented and evaluated with children's and staff interests and FEED Australia. A copy of our menus is displayed for viewing on the wall outside.

We ask all parents to bring a piece of fruit per day of attendance so we can ensure there is fresh fruit for children at all times.

If your child has dietary requirements based on your family's religion, culture, ideology, or beliefs, this will be organised and our menu will be adjusted to meet your child's individual needs.

If your child has any food allergies or intolerances these need to be acknowledged by a doctor or health care professional and we will ensure our menu is adjusted to meet your child's individual needs.

Meal times:

7.30am-8.00am ----- Breakfast foods are available if requested
9.00am-9.30am ----- Morning tea is served
11.30am-12.30pm ---- Lunch is served
3.00pm-3.30pm ----- Afternoon tea is served
5.00pm ----- Milk and biscuits are offered

Health & Hygiene:

The children are encouraged to wash their hands:

- On arrival and departure,
- Before and after meals/snacks,
- After wiping their nose,
- After toileting,
- After messy activities.

You can assist your child to keep the highest possible personal hygiene by consistently following this routine at home and when attending our centre.

Preschool program

Our preschool curriculum involves many opportunities for the children to become ready for their transition to school through sharing stories, group experiences, music, physical movement, drawing, colouring, and cutting, matching, plus much more. The preschool children have their own routine in the late morning, separate from the younger children in the service.

Preschool group routine:

10.15am - Acknowledgement of Country

- Yarning circle - children discuss recent news, current interests and ideas for learning
- Discuss days of the week/month/weather

10:45 am - Main group work - will change each day/week depending on children's interests, abilities and skill levels. May include: reading books; group discussions; investigations; projects; art; writing; outdoor play; construction; music; planned play experience and more

11:30am - Transition to bathroom for toileting and handwashing before lunch.

The following are ideas for fostering your child's independence and preparing them for school:

- Encourage them to dress themselves - assist verbally where needed
- Encourage them to put their own shoes and socks on
- Encourage them to help with daily tasks, e.g. setting the table for dinner, pack away toys, make their bed
- Involve them in conversations (extends vocabulary, confidence, communication skills and curiosity)
- Read to them each day whenever possible (e.g. bedtime stories)
- Draw with them and use NSW Foundation writing when writing their name for practice - see below (NB. Always write their name with an upper case letter to begin then lower case letters, e.g. Rebecca)
- Play board games (great for early numeracy skills (counting, one-to-one correspondence, subitising), understanding rules, turn-taking, emotional resilience when winning or losing, etc)
- Play travel/car games like 'I Spy' using letter sounds or colours (great for early literacy skills, colour recognition, understanding rules, turn-taking, emotional resilience when winning or losing, etc)
- Discuss routine - what day it is, what you're doing that day (great for establishing a sense of time, understanding of days and months, communication skills, sense of security, understanding of routines)

NSW Foundation Handwriting:

Below is an example of NSW Foundation writing, which is the style taught in primary schools:

AaBbCcDdEeFfGgHhIiJjKkLlMmNnOoPpQqRrSsTtUuVvWwXxYyZz
0123456789

Starting Sweetpeas Kindergarten and Long Day Care Centre

Orientation:

We like to personalise our orientation day to each individual family, as this allows us to cover all your child's needs and requirements. An appointment will need to be made so we can ensure we give you all the time required.

We understand how hard it can be for parents and children attending childcare for the first time and welcome you to come in at different times of the day to give your child a chance to be familiar with the environment and educators before they start.

Other ways to help your child is by driving or walking past the centre and discussing it with them. Having your child participate in choosing the school bag, bottle and sheets also gets them excited and is an opportunity for you to discuss going to childcare. The more you share with your child about starting Sweetpeas the easier it will be for them to adjust to life at the centre.

A few tips that may help:

- Establish a morning routine both prior to Sweetpeas, and when you arrive so your child can become familiar and anticipate what will happen next,

- Assist your child to choose an activity on arrival
- Give your child notice of when you will leave them, e.g. “After we put your bag away, put your drink bottle in the container and your fruit in the basket I will go and you will stay and have a fun day!”
- Do the same with pick up time; tell them you will either pick them up after afternoon tea (at 3.30pm) or milk and biscuits (at 5.00pm). (Ensure of course that you choose one of the options to avoid confusion),
- Make their first day a short day if possible,
- When picking them up make it positive and excited about knowing what they did. Show them how proud you are of them,
- Don’t give your child false hope, e.g. “I’ll get you early” and turn up late, or “I’ll get you before your brother or sister” and the show up with the older sibling.

What to bring to Sweetpeas: (ALL items should be labelled with your child’s name)

Koala Group:

- Bag labelled with your child’s name,
- Nappies (at least 5)
- Nappy cream if necessary, (cream requires a medication form)
- Bottles with lids made up with formula or breast milk if needed,
- At least two sets of spare clothes,
- Dummy in enclosed air tight container, if needed,
- Security toy for sleeping, if needed,
- One set of cot sheets,
- Sweetpeas bucket hat, or own broad brimmed hat,
- Covered drink bottle with water,
- One piece of fruit for our fruit basket.

Joey and Junior Kookaburra groups:

- Bag labelled with your child’s name,
- At least two sets of spare clothes including socks and underwear,
- Covered drink bottle with water,
- One set of cot sheets,
- Sweetpeas bucket hat, or own broad brimmed hat,
- One piece of fruit for our fruit basket.

Kookaburra group:

- Bag labelled with your child’s name,
- At least two sets of spare clothes including socks and underwear,
- Covered drink bottle with water,
- Sweetpeas bucket hat, or own broad brimmed hat,
- One piece of fruit for our fruit basket.

What NOT to bring to Kindergarten:

- Toys: Toys are not to be brought from home. Toys brought from home can result in unnecessary conflict and our educators cannot guarantee that they will return home in the same state that they arrived in. Educators will not take responsibility for toys brought in from home.
- Food: Food is not to be brought to Sweetpeas for health and safety reasons. All food requirements will be met by the centre, unless your child is on a special medically supervised diet. Please make sure your child has no chips, lollies, chewing gum, or food in their bags.
- Medication: Please never leave medication in your child’s bag. If your child requires medication while attending Sweetpeas it should be handed to a member of staff and an appropriate medication form should be completed.

Settling your child:

Your involvement will help with the settling of your child into the centre environment and will provide continuity of care between home and the centre.

We would suggest you leave enough time for a daily chat with your child’s educator about any changes or events happening at home that may affect your child’s day. Educators will provide you with daily information about your child and how they have spent their day upon pick up.

If your child is having trouble settling talk to their educator and discuss the best way to leave them. Some children need to be forewarned and left quickly and others need their parents to stay and read a book, play a game, do a painting etc. before leaving.

Children who are unsettled on arrival generally relax quite quickly after the family members have left. If there are any issues, the educators will give you a call. Feel free to call the centre at any time throughout the day to see how your child has settled and how their day is going.

Bottles, Dummies and Sipper Cups:

- Bottles for formula must be made up by the parent and put in the fridge. All bottles must be marked with labels. Educators will rinse these bottles out afterwards but will not sterilise them.
- Dummies must be labelled and have a small Tupperware type container (labelled also) in which to store them.
- All children will need a drink bottle upon enrolment - this needs to be filled with fresh water every day and this will be left at the service. Educators will wash them and have them ready for their next day. There may be times when we need them to be replaced due to hygiene or damage.
- Drink bottles must have a covered lid at all times. If you're unsure what is a good choice of a drink bottle please see an educator for assistance.

Baby wipes: If your child is in nappies you need to donate one packet of wipes for each day your child attends, every three months. E.g. Child attends Monday & Tuesday - donates two packets in January, April, July & October.

Nappies:

Nappies are not supplied by the centre. Children needing nappies are required to bring a minimum of five (5) per day.

Toilet Training:

We will happily assist all children and parents with toilet training. During this time the consistency between home and the centre is very important. For successful toilet training please discuss any issues with our educators so our program can be adapted to suit your child's needs. In most cases children must be 100% toilet trained to move into our preschool program.

Policies and Procedures

We have developed comprehensive policies to assist in providing consistent quality care for you and your child. These policies determine how our centre operates and are available for you to view in our parent library at any time. Educators refer regularly to the policies and we encourage families to read them as well. We have a process where we review our policies due to:

- Educator meetings,
- Changes from Government,
- Changes in practices,
- Review dates - every year.

Parents will be kept up to date with policy changes through our notice board and reminders that policies are up will be mentioned through our newsletters. Parents are encouraged to read our policies and notify educators of any changes that should be made.

Please read the policies located in the library at your own leisure.

Clothing:

Please ensure that all clothing and belongings are labelled. Children should wear comfortable but practical clothing consisting of covered shoulders, manageable pants, sandals or sandshoes (no thongs). Please don't send your child in special clothes as we have a lot of messy fun at Sweetpeas.

All soiled or wet clothes will be bagged and hung in the bathroom out of reach of children and parents will be advised of these when they pick up their child. If there are no spare clothes in your child's bag the centre will provide spare clothing where possible that will need laundering by the parents before its return.

Parent/Family Involvement:

We encourage parents/guardians, grandparents, aunts, uncles and family friends to become involved in the centre's daily activities, families are always welcome at our centre. When parents/guardians are visiting the centre all interactions with our educators, children and other visitors need to be respectful at all times. *See parent and visitor conduct policy.* Some areas you can become involved in are:

- Read our daily diaries so you can discuss your child's day with them,
- Return our questionnaires,
- Collect your information from your parent pocket,
- Visit your child's area to see their work e.g. Kookaburra corner,

- Talk to your child's educator,
- Attend parent/grandparent days such as Easter hat parade, mother's morning tea, father's day morning tea, grandparent's day, Christmas concerts or any incursions/excursions we may have,
- We encourage children in learning different about different countries and cultures and we welcome families to share aspects of their culture with the children. Some examples could be, teaching the children a song in another language, some words or even a cooking experience. (Please check with educators first due to allergies),
- If you have a skill such as playing a musical instrument, dancing or creative with art we encourage you to ask our you can get involved,
- **Read our newsletters and notices and updated policies,**
- Give feedback on programs and observations posted on Hubworks,
- Come and play!

Illness:

We hope your child will enjoy good health all year, but we realise that all children usually have some periods of illness. If your child has any contagious illness we ask you keep them at home for the period of time set down by the Department of Health. If your child becomes ill at the centre or develops a temperature, we will contact you or your chosen contacts to have them collected.

We do not have a separate facility to care for sick children so please do not send your child if they are unwell. Children are **not** to attend Sweetpeas if they have had a temperature, been given a painkiller that masks symptoms, vomited in the **past 24 hours** or has some form of gastro in the **past 24 hours**: we will send them home if they come.

- A child is not to come to Sweetpeas if a parent has had to administer Paracetamol or ibuprofen (Panadol, Nurofen etc.) to the child before arrival to the centre for the day. Once the paracetamol wears off the child will be miserable and also they will be spreading the infection.
- If a child exhibits signs or symptoms of illness an educator will inform the Nominated Supervisor or management and then contact will be made to the child's parents.
 - Where the parent cannot be contacted emergency contacts will be asked to collect the child.
 - If the parent can collect the child within one hour no Panadol will be administered.
 - If the parent will take longer than one hour to collect the child the educator will ask the parent if they want Panadol administered to their child.
 - If the parent requests Panadol the educator will complete an Illness Monitoring Form and the parent will sign the form on collection of their child.

Asthma:

An asthma action plan will need to be completed by your doctor if your child has asthma. Changes to asthma management will require new asthma form to be filled out by your doctor. All children who suffer from asthma need to bring their own asthma medication to Sweetpeas each day of attendance.

Allergy and requirement of Epipen:

If your child has some sort of allergy and requires an Epipen or some form of antihistamines, please ensure you complete the right information provided on your enrolment form. An action plan by your doctor must be completed. All medication to assist with allergies requires a medication form to be completed and you must notify staff of any special instructions. If your child requires an Epipen (as per their allergy/anaphylaxis action plan) please ensure you leave one with us at all times that your child is enrolled with us.

We can adjust our menus to ensure meals do not harbor the triggers, and so your child is not affected.

Risk minimisation plans:

Any child with asthma or allergy will have a risk minimisation plan that requires parent signature.

Prescription Medicine:

Prescription medicine can only be administered to your child when you have completed a medication form. This prescription medicine must be in its original container with the pharmaceutical label with the dosage amount and your child's name on it. This form must be completed every day your child needs medication. If your child has a medical condition that requires medication over a long-term period, we can provide you with a long term medication form which will need renewing every three months.

You must specify the name of the medicine, amount, and times to be administered, then print your name and sign your entry.

Two staff members will be administering the medication. The medicine must be stored in its correct container with your child's name and dosage on it.

This should be handed with the medication form to an educator to store appropriately. A parent/guardian's confirmation signature is then required on the medicine form upon pick up. A child on antibiotics is not to attend the centre unless they have been on the antibiotics for 24hrs, as it takes 24hrs for antibiotics to take effect. E.g. if the medicine states 3 doses a day and your child received their first dose at lunchtime the day before attending kind the child cannot come back till they have had all 3 doses.

UNDER NO CIRCUMSTANCES SHOULD MEDICINE BE LEFT IN YOUR CHILD'S BAG (as it will be accessible to all children)

Accidents and Injuries:

All accidents at the centre are recorded and the form needs to be sighted and signed by you, and returned to educators on pick up. If you require a copy please inform our educators. An ambulance will be called for any emergencies. Parents must accept full responsibility for any fees involved in treating your child. (Please refer to our Incident, Injury, Trauma & Illness Policy)

Sun Protection Policy

Too much of the sun's UV radiation can cause sunburn, skin and eye damage and skin cancer. Infants and toddlers up to four years of age are particularly vulnerable to UV damage due to lower levels of melanin and a thinner stratum corneum (the outermost layer of skin). UV damage accumulated during childhood and adolescence is strongly associated with an increased risk of skin cancer later in life.

- To assist with the implementation of this policy, educators and children are encouraged to access the local sun protection times via the SunSmart widget on the service's website, the free SunSmart app or at sunsmart.com.au.
- The sun protection measures listed are used for all outdoor activities during the daily local sun protection times. (The sun protection times are a forecast from the Bureau of Meteorology for the time of day UV levels are forecast to reach 3 or higher. At these levels, sun protection is recommended for all skin types. In NSW, UV levels regularly reach 3 or higher from mid-August to the end of April.)
- Children are required to wear loose-fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Families are asked to choose tops with elbow-length sleeves, higher necklines (or collars) and knee-length or longer style shorts and skirts for their child. If a child is wearing a singlet top or shoestring dress, they will be asked to choose a t-shirt/shirt to wear over this before going outdoors.
- SPF30 (or higher) broad-spectrum, water-resistant sunscreen is supplied by the service and/or families.
- Sunscreen is applied in accordance with the manufacturer's directions (which state to apply at least 20 minutes before going outdoors and reapply every two hours, or more frequently if sweating or swimming).
- To help develop independent skills, all children are given opportunities to apply their own sunscreen under supervision of staff, and are encouraged to do so.
- See full policy for more information

Parent/Guardian Complaint or Grievance:

Procedure for handling complaints:

For Parents:

- Speak to your child's educator and bring the question, complaint or concern to their attention.
- In the event that no action is taken to resolve this matter, please raise this with the Responsible Person in Charge (photo located in entrance) and/or the Director. If preferred, the matter can be emailed to the service (sweetpeaskindy@gmail.com)
- The Nominated Supervisor/Director will respond to the concern within 24 hours (where reasonable), as there may need to be an investigation.
- If the problem or concern is still unresolved the parent is required to put the concern in writing and address it to the Approved Provider of the centre.
- The Approved Provider will ensure that steps 1, 2 and 3 have been followed, and then meet with the parent. Following the meeting the Approved Provider will respond to the parent in writing.
- If the parent is still not satisfied with the outcome they can report the concern to the NSW Early Childhood Education and Care Directorate on 1800 619 133 and follow their protocols. However, it is the policy of Sweetpeas that this step need not be taken.
- See full policy for more information

Confidentiality Policy

Families and Children:

- What information do we collect, why and how it is used?

- Basic details are usually collected directly from parents such as names and the names of authorised persons (authorisations) to collect or contact in case of an emergency, address, phone contacts but it is also necessary for educators/staff to collect details regarding a child's name, date of birth, medical details, health, routines, likes and dislikes which make up a personal profile.
 - In addition we are required to hold information regarding a child's Child Care Subsidy entitlements.
 - All this information is vital in assisting us to provide the best possible individual care for a child and for processing payments. Some of the information we collect is to satisfy the service's legal obligations under the National Regulations.
 - The Education and Care Service from time to time may disclose personal and sensitive information to others for administrative purposes. This includes to the Early Childhood Education and Care Directorate, NSW Department of Education and Communities, Family Assistance Office, Department of Health, Family Law Court and other Education and Care Professionals.
 - Naturally, much of this information is of a personal nature and some of it might be regarded as 'sensitive' and not the sort of information that you would wish to have unnecessarily disclosed to others.
- We assure you that:
 - This information will only be used by our educators and other staff members in order to deliver your child's care to the highest standards.
 - It will not be disclosed to those not associated with the care of your child without your express consent.
 - You may ask to seek access to information held about you and your child and we will provide access without undue delay.
 - This access might be inspection of your child's records or providing copies of the information.
 - We will take reasonable steps to ensure at all times that the details we keep about your family are accurate, complete, and up to date.
 - We will take reasonable steps to protect this information from misuse or loss and from unauthorised access or disclosure.
 - Our educators and other staff are committed to respect these principles at all times.
 - If a student has a valid training requirement, that involves the gathering of certain information pertaining to your child or family, the student must have written consent from the parent/guardian and the Approved Provider/Nominated Supervisor.
 - All documentation will be stored in safe and secure area at Sweetpeas Kindergarten.

Guiding Children's Behaviour:

Sweetpeas Kindergarten will provide a secure, loving and stimulating environment which encourages children to co-operate enhances their self-esteem, encourages their ability to interact with others, and where acceptable behaviour is promoted, any reprimands are kept to a minimum. Where a child continues to behave in an unacceptable manner, parents/guardians will be consulted and asked to work with the educators/staff to ensure discipline techniques are consistent and clear.

Educators/staff by using a positive approach in guidance and discipline will recognise why a child behaves in a certain way and will encourage more acceptable forms of behaviour.

**If there are any other questions or concerns, please see staff.
Thank you and we hope you and your family enjoy your time with us at Sweetpeas Kindergarten.**

Sweetpeas Bank Details
Account name: MMKB PTY LTD
Account number: 442133193
Account BSB: 112-879
Reference: Your child's full name