

N O O S A O U T L O O K



CHILDCARE

C E N T R E

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Find us and Like us on Facebook at

www.facebook.com/noosaoutlook

OPEN 6.30am to 6.30pm

Corner Furness & Blackheath Drive, Tewantin

OUR CENTRE EMBRACES

The National Early Years Learning Framework
and is guided by the National Quality Standards
for Early Childhood Care and Education.

WELCOME

Thank you for choosing Noosa Outlook Childcare Centre for your families' education and care. We respectfully acknowledge that you as parents/guardians are the first and most influential teacher in your child's life. We look forward to working in partnership with you towards reaching the best possible outcomes for your child. This handbook is designed to give you an overview of Noosa Outlook Childcare Centre; our educational programs, policies and procedures and to provide assistance to you and your child in preparing to start in childcare.

Noosa Outlook Childcare Centre is licensed under the Education and Care Services National Law Act 2010 and complies with the Regulations as set out in the current edition of the Education and Care Services National Regulations.

The current configurations of our rooms are as follows:

Toddlers: 15 months to 2 years

Pre-Kindergarten: 2 years to 3 years

Junior Kindergarten: 2.5 years to 3.5 years

Qld Government Approved Kindergarten: 3.5 years to school age.

Any information regarding the centres philosophy, programming, documentation or your child's development can be discussed with your room's Lead Educator or the Centre Director.

As a Centre our Educators have worked together in creating a set of broad goals that are important to each room and our services philosophy. These goals are as follows;

- For every child to feel welcomed into an inviting learning environment where they know they **BELONG** are able to **BE** and given opportunities to **BECOME**.
- To build safe and secure relationships with every child and their families.
- For every child to know they are recognised and acknowledged for their own individual uniqueness.
- For every child to become confident and successful learners through their own choices and interest, resourcing and exploration.
- For every child to be supported and given opportunities to reach the goals and outcomes of our National Early Years Learning Framework.
- For every Educator to use their knowledge of the standards and elements of the National Quality Framework in providing the best practices in early childhood education and care at all times.
- For your family to feel an important part of the Noosa Outlook Childcare Centre community where we become an extension of your home life!



Our Service Philosophy

At Noosa Outlook Childcare Centre we share a vision for all children to experience a quality, caring, play-based learning environment that builds a foundation for lifelong learning. We have embraced Australia's first National early childhood curriculum, Belonging, Being & Becoming – the Early Years Learning Framework. The aim of this Framework is to “extend and enrich children’s learning from birth to five years and through the transition to school”. This learning is complimented by a quality Government recognised Kindergarten program offered within our service.

The direction of our service is driven by the aspiration to seek continual improvement in accordance with the National Quality Framework and its seven Quality Areas. These quality areas encompass all that we do and ensure important practices such as curriculum decisions, relationships, sustainability and respect for diversity become embedded in the high quality service that we provide.

Our team promotes a professional and friendly atmosphere where children and families feel safe, supported and respected. We have an ongoing commitment to the protection of all children in our care, in support of this commitment we are dedicated to our child risk management strategies and the procedures and policies it encompasses. Our highly qualified and experienced educators ensure children are cared for in a stimulating, challenging and enriched learning environment, recognising the importance of this our service is committed to providing an above ratio qualified educator in each age group. Each child is encouraged and given equal opportunity to develop to their full potential without bias or discrimination. Play is seen and valued as a child’s natural way of learning.

Reflecting the practices and principles of the Framework our Centre views children as co-constructors and contributors to the learning environment. This gives each child the opportunity to direct their own play and learning. Educators recognise and acknowledge every child for their individual uniqueness, providing them with a curriculum to develop the whole child. Educators are committed to ongoing professional development to maintain their innovative teaching practices thus ensuring the best possible outcomes for every child. We acknowledge the value in reflective practices of educators and the importance it plays in supporting the learning and assessment of each individual child and group.

We recognise that a child’s family is the most influential teacher in their life and regard our partnerships with them as essential to a child’s sense of belonging. We encourage and welcome collaboration with families regarding our program and actively promote connections with the local community.

This philosophy has emerged through consultation with educators and families; we view it as a ‘living document’ that guides our practice and interactions everyday with children and families. Our aim is to provide the highest quality education and care for your child.

Reviewed August 2015

WHAT TO BRING EACH DAY?

- A **broad brimmed hat** to protect the ears and neck. Remember, no hat – play must be restricted to shaded verandas.
- A **sheet/blanket** for rest time – and any other special attachments your child would like as a comfort.
- A **spare change of clothes!** We enjoy lots of messy play!
- **Extra underwear**, particularly if your child is toilet training.
- For children in **nappies**, please provide enough for your child for the day.
- A **lunch box** with enough healthy food options for morning tea, lunch, afternoon tea and a late day snack if required. If you use small containers in your child's lunch box please be sure to label everything.
- **Sunscreen**, if you prefer that your child use their own. Otherwise we have sunscreen available. Please apply to your child before attending each day and we will happily re-apply as required.

PLEASE ENSURE THAT EVERY ITEM BELONGING TO YOUR CHILD IS CLEARLY NAMED AND LABELLED. THIS INCLUDES SHOES AND CLOTHING THAT YOUR CHILDREN ARRIVE IN! THANK YOU.

We ask that children please leave toys at home, often these treasured items are misplaced or lost and children become very upset. If your child would like to bring something to share please encourage a book.

VISITORS, STUDENTS AND VOLUNTEERS

Parents and guardians are welcome to visit the centre at any time and we strongly encourage your participation and contribution to our program. Please speak to the Centre Director or Educators to see how you could assist.

From time to time this centre may support Early Childhood students from local training organisations with supervised placements. Families will be notified if a student is to be placed in your child's room.

Occasionally this centre may provide training opportunities for volunteers or work experience students. All volunteers and students are supervised at all times, must read and sign our confidentiality agreement, are accountable to the Centre Director and adhere to Blue Card requirements.

If you have any queries or concerns regarding this please speak to your Lead Educator or Management.

All visitors are required to sign in at the office upon arrival.

PRIORITY OF ACCESS

At times there may be waiting lists in long day care services, to ensure the system is fair for families the Australian Government has created "Priority of Access Guidelines"

Priority of care must be provided to the following;

- **Priority 1:** a child at risk of serious abuse or neglect.
- **Priority 2:** a child of a parent (or both parents if you have a partner) who satisfies the Government's work, training and study test.
- **Priority 3:** any other child.

ACCOUNTS

Fee information is available from the office. Parents are advised to contact the Family Assistance Office directly to determine their eligibility for Child Care Benefits prior to commencing at this Service. Statements are issued via e-mail on Tuesday. If you require a printed copy please see office staff. The statement shows all attendances, fees, payments, absences & relevant CCB information and acts as your receipt / tax invoice.

FEES

- Fees are to be paid upon receipt of the weekly statement and can be paid by cash, EFTPOS, internet banking, or direct debit either by Ezi Debit or Centrepay (whereby fees are deducted from your Centrelink payments).
- Our preferred method of Payment is Ezi Debit or Centrepay. Application forms are available from the Office.
- **If paying your account by cash we will require 2 weeks fees paid in advance.**
- **All fees apply to Public Holidays and Absences.**
- **An annual programming and documentation fee is payable in February each year, this fee will be determined at the beginning of each year.**

**LATE FEES WILL BE CHARGED TO PARENTS IF CHILDREN ARE NOT PICKED UP AND THE PREMISES VACATED BY 6.30PM.
LATE FEE \$20.00 PER HALF HOUR.**

NOTE: BANKS WILL CHARGE A DISHONoured FEE IF THERE ARE INSUFFICIENT FUNDS IN YOUR ACCOUNT

*****Fee increases will be made at the discretion of the Approved Providers and families will receive two weeks' notice of any change*****

OVERDUE ACCOUNTS

Fee reminders are sent to any family one or more weeks late in the payment of fees. If the fees are not paid within the following week or an arrangement not entered into, the child's place at the Service is at risk. This service reserves the right to cease care for the child/children if parent's fee obligations are not met. If legal action is required to pursue outstanding fees any costs involved (including debt collection agency fees or court costs) will be at the expense of the parent/guardian.

POLICIES AND PROCEDURES

A complete volume of policies and procedures pertaining to the operation of Noosa Outlook Childcare Centre is available to all families and can be located in the main foyer of the service. For your convenience please find listed below information regarding just some of the policies important to families enrolling at our centre;

ABSENCES

Families eligible for Child Care Benefits have 42 Allowable Absences each financial year. Allowable absent days can be taken for any reason and are applicable to your regular booked days. A families Child Care Benefits (CCB) are paid for up to 42 allowable absent days only, any more than this and a medical certificate must be provided for benefits to be applied. Fees are charged on an absence including leave, sick days and public holidays.

If you require more information regarding Allowable Absences please refer to the CCMS (Child Care Management Service) handbook, page 43.

TERMINATION OF YOUR BOOKING

Families are required to provide this service with two weeks' notice if terminating your child's/children's booking.

SIGN IN AND OUT

The person who delivers or collects the child from the service must sign the Attendance Record against the child's name and include a time. Parents are expected to notify the service if an emergency contact or other adult (over 18 years of age) is collecting the child. People unknown to staff must provide photo identification. If prior arrangements haven't been made staff will contact the parent before releasing the child. Please note that a parent cannot be prevented from collecting their own child/ren from the service unless a current copy of court orders have been provided.

BIRTHDAYS

We are very happy to celebrate children's birthdays and parents are welcome to provide a cake or cupcakes to share with others in the room. We ask that parents please confirm arrangements with your child's educators and enquire about the possible allergies of other children in the room.

SUPERVISION

Children are effectively supervised at all times. This service complies with educator-to-child ratios at all times and with the National Quality Standards and Regulations addressing such matters as number of Educators, qualifications and experience, risk analysis and regular checks of the physical environment.

HEAD LICE

Children who are found to have head lice while in care will be required to be collected. Children can return to the service the day after treatment has started and all live lice have been removed from the child's hair.

RESPECT FOR DIVERSITY

This service respects families of different religions, cultures, marital status, political beliefs, parental status and disabilities. All children are met fairly and inclusively and supported to participate in the program.

QUALIFIED EDUCATORS

Steps are taken by this service to ensure that at all times we are complying with regulatory staffing requirements. Educators are screened and appointed based upon a strict criteria and abide by the mandatory requirements of the Blue Card system. All staff are closely monitored by the Nominated Supervisor/Centre Director in terms of their obligations to all aspects of this service. Educators and other staff are expected to adhere to the Early Childhood Australia Code of Ethics (copies can be made available to families). Information (photographs and qualifications) about the Educators in your child's room can be found displayed in each room and on the staff notice board in the foyer of the Centre.

MANAGEMENT

**Approved Providers
(Service Owners)**

**Robert Stone and Karen Brooks
0413 050 804**

**Centre Director/
Nominated Supervisor**

Anna Backman

Administration

Debra Stone

We welcome your feedback and suggestions or constructive advice.
Please direct this any member of management.

EDUCATIONAL LEADER

Anna Backman is the Educational Leader at Noosa Outlook Childcare Centre. This role is to assist Educators in the development and implementation of an educational program within the Service. As an experienced qualified staff member who has an understanding and knowledge of the Early Years Learning Framework Anna can guide and mentor other Educators in their planning, practice and reflection.

PHOTOGRAPHS and SOCIAL MEDIA

Photographs are used daily as part of our planning and evaluation process in each child's learning journal and within our service for displays, notice boards and day books.

The Centre also has a Facebook page to pass on information to parents and share special events taking place within the service. Please indicate on your enrolment if you do not wish your child's photograph to be included on this social media.

IMMUNISATION

This Service supports the National Immunisation Program (NIP) which is currently recommended by the National Health and Medical Research Council (NHMRC) and promoted by the Commonwealth Government. The Service also supports the protection of children and educators through immunisation, and provides families and staff with information on immunisation and vaccine preventable illnesses and diseases.

The spread of vaccine preventable diseases within the Service is minimised through: monitoring immunisation records; complying with recommended exclusion guidelines and timeframes for children and staff; and, routine personal and environmental health and hygiene practices.

Please provide proof of immunisation upon enrolment or advise the Centre Director otherwise.

GRIEVANCE/COMPLAINT PROCEDURE

This service has a grievance/complaint policy and procedure in place which is available in the main foyers "Policy and Procedures" folder. We welcome your suggestions and feedback including constructive criticism! Please direct your comments to your Lead Educator or the Centre Director. If for any reason you would prefer not to speak with staff at the centre, you may contact the Approved Providers, Karen Brooks or Bob Stone on Ph. 5449 0480 or 0413 050 804.

Parents and Caregivers also have access to the Office of Early Childhood Education and Care (our regulatory authority) which can be located at;

Level 5, Mike Ahern Building

12 First Avenue

Maroochydore QLD 4558

Phone: 5459 8610

EXCLUSION OF SICK CHILDREN

Infectious diseases can occur frequently in an Early Childhood setting, and affect both children and Educators.

The *Managing Infectious Diseases Policy* is available to parents when they enrol their child in the Service, and their attention is specifically drawn to their responsibilities under the Policy. Information about infectious conditions and minimum exclusion periods is available to all families from the office.

Educators are informed of the symptoms of excludable illnesses and disease and of infection control through staff meetings and professional development.

Any child unwell and unable to participate in the program will be collected from the service. Children with a temperature of 38° or more must be clear of fever for 24 hours before returning to the centre. This 24 hour exclusion policy also applies to children with vomiting or diarrhoea.

We appreciate that it can be difficult for working parents to take time off work to care for sick children however this policy is strictly upheld in the very best interest of other children and the health and wellbeing of our Educators.

ALLERGIES

Please keep us informed if your child has or develops any allergies.

We are NOT a nut free centre, choosing to follow the advice of Anaphylaxis Australia in educating children and families in awareness, avoidance and action.

If your child has asthma or allergies you will be required to provide a management plan certified by your doctor or allergy specialist. Together we will review this management plan to ensure that Educators are following best practices at all times in the care and management of your child.

ADMINISTERING MEDICATION

Before any medication – other than those listed in Medical Management Plans – is administered, the parent or person named in the enrolment form as authorised to consent to administration of medication must complete the Service's Medication Form – Authority to Administer (Short-Term).

The details on the Form must be the same as those on the label on the medication, and the person completing the Form must print and sign their name on the Form. Details to be provided on the Form include:

- child's name
- name of the medication to be administered;
- time and date the medication was last administered
- time and date, or the circumstances under which, the medication should be next administered
- dosage to be administered
- the manner in which the medication is to be administered.

Any over-the-counter medication, naturopathic or herbal preparation requires a letter from a registered medical practitioner before it can be administered.

MEAL TIMES

With the exception of drinking water, parents supply all of their children's food and drink requirements while at the Service. Parents are encouraged to pack healthy and nutritious lunches and snacks in their children's lunch boxes.

The healthy eating message is promoted and positively reinforced amongst families. Educators also reinforce this message to the children by including the topic in daily routines, modelling, discussions, songs, stories, games, using different cultural meal settings, and cooking experiences.

Meal times are relaxed, pleasant and unhurried. Children choose what to eat from their lunch boxes. Educators sit and eat with the children, maintaining good personal nutrition. They help them open any sealed containers, and talk with them on topics of interest, including, but not limited to, healthy food and nutrition.

COMMUNICATION AND CENTRE POLICIES

There are several ways in which we will communicate important information and correspondence with families;

- Each child has a communication pocket in their room which is clearly identified with a photograph and name tag.
- Messages on the whiteboard in the foyer of the centre.
- Notice Boards in each room and an information board in the foyer.
- Monthly newsletters are shared with families via email.
- E-mail alerts and notifications.
- Noosa Outlook Childcare Centre Facebook page.
- Parent and Community Notice board displayed in the alcove before you enter the foyer.

A complete volume of procedures, forms and policies are available for your perusal in the foyer of the centre.

Policies and our centre philosophy are reviewed annually and circulated with monthly newsletters for your consideration and feedback.

REGULATORY AUTHORITY

Our service is governed by the Office of Early Childhood Education and Care. Parents and Caregivers are welcome to contact the regulatory authority at any time, their details are as follows;

Office for Early Childhood Education and Care

Level 5, Mike Ahern Building,

12 First Ave

Maroochydore QLD 4558

Phone: 5459 8610

maroochydore.oceec@dete.qld.gov.au

The Negotiated Emergent Curriculum

Here at Noosa Outlook Child Care Centre, we believe in a child directed curriculum, driven by play based learning. It is important to us as Early Childhood Educators to involve children in their learning; this means carefully and regularly observing the children and allowing ourselves to be guided by their actions, skills, thoughts, visions, ideas and reactions to their environment. This is called a negotiated emergent curriculum.

By implementing a negotiated emergent curriculum, offering 'invitations' to learn, children are creating an environment that interests them. It is spontaneous and responsive to the immediate interests of the children. Topics are driven by their ideas, interests, information and questions from the children (or parents) themselves.

Ideas can be supported and extended by providing resources and equipment as needed or requested by the child. It is through the development of these experiences that children can learn more about their natural interests, curiosities and the world we live in. Children are viewed as co-constructors and contributors to their learning environments and Educators collaborate with children and scaffold learning to encourage new discoveries and challenges.

Family input is imperative and greatly encouraged! Please feel free to both browse the program and make comment or suggestion either directly to your child's Educators or through written entry in the program book. We encourage your interest and feedback and would greatly appreciate your input into your child's program.

Our Educators embrace the National curriculum known as the Early Years Learning Framework and the Qld Kindergarten Learning Guidelines when planning and documenting to extend and enrich children's learning.