



Glenhaven Early Learning Centre

19 Bannerman Road, Kenthurst

NSW 2156

02 9654 0345

Email: alison.rowe@glenhavenelc.com.au

ABN 3777 468 4062

Parent/Guardian Information Handbook – 2024

Welcome to Glenhaven Early Learning Centre

Who are we?

Glenhaven Early Learning Centre is a boutique style family owned/operated Early Childhood Education and Care Service.

We cater for children 6 weeks to 5 years. We operate for 50 weeks of the year (excluding Public holidays). Our opening hours are from 7:00am to 6:00pm Mondays to Fridays. We close during the Christmas and New Year period (for 2 weeks).

We are proud to provide an environment that includes carefully selected staff who are dedicated to their chosen profession. Our staff are passionate, dedicated, experienced and highly qualified Early Childhood educators.

We pride ourselves on providing children with excellent facilities including well-appointed classrooms and beautiful natural outdoor environments for enhanced learning opportunities and time to explore through play.

We believe that children can be better prepared for learning when they are in a happy, safe and supportive environment allowing them to openly enjoy the education we provide.

We place a strong emphasis on learning and preparing children for their transition to primary school from a young age whilst finding the right balance between intentional learning experiences and uninterrupted play. We recognise that all children are unique and encourage them to grow into confident and well-balanced individuals.

What do we offer?

At Glenhaven Early Learning Centre, we aim to provide children with the opportunity to participate in a wide range of daily experiences to motivate them as learners in a safe and stimulating environment whilst ensuring that children experience a strong sense of security and belonging.

We understand that families lead busy lives, so we have made preparation for your child's day at preschool as easy as possible by providing nutritious meals, nappies, wipes, milk (variety available), drink cups/toddlers cups, sun hat, sunscreen and bed/cot sheets. All you need to pack is a drink bottle, spare clothing and baby formula/bottles, if applicable.

Our high-quality educational program is designed to ensure learning is holistic in nature providing opportunities to challenge children's problem-solving ability, risk taking, inquiry, creativity, emotional, physical and academic development. We also value the importance of play. Our program promotes participation and motivation as a strong foundation for lifelong learning

We aim to provide our families with support through the provision of the highest quality care to ensure a happy, safe, caring, educational and overall healthy environment. Our Educators always strive to develop meaningful relationships with all our children and families whilst upholding strong values and professionalism.

At Glenhaven Early Learning Centre, we believe that children's overall development is enriched through family relationships and a strong connection between home and the centre. We value partnerships with families and encourage input and feedback in all aspects of our service.

We also encourage community participation within our Centre and enjoy being involved with local services such as the Fire brigade, Police, Ambulance, Dentists, Psychologists and Doctors to name a few. We also enjoy a range of incursions throughout the year, such as Kind farm, Reptile shows, cultural dances, science displays and so much more.

What makes us really unique is our 'Bush Learning Centre'. During the cooler months, the children love connecting with nature as we walk down to the back of the property and explore the beautiful open natural surroundings. All children are encouraged to participate where possible (just excluding our babies) and are asked to leave a pair of gum boots at the centre during this time. Exploring this beautiful natural environment presents so many learning opportunities for children. A space where they can investigate, collaborate, imagine, explore, take managed risks (stepping over small rocks and balancing on fallen logs) as well as foster an appreciation and awareness of nature.

Management prepares risk management plans to ensure the utmost safety precautions are taken upon these routine excursions. These risk management plans are available for families to view upon request and emailed to families before commencement each new year.

Bush Kinder is often the absolute highlight of the children's week and they really look forward to the days that we are able to utilise the program and enjoy our very own space to explore. We make fairy gardens, play in the mud kitchens, look for tadpoles in the shallow creek, dig holes using children's shovels, participate in woodwork, roast marsh mellow, cook sausages and so much more.

How do I enrol?

We ask that you contact Management and arrange a Centre tour, from here we will discuss availability and upon acceptance, arrange orientation visits for your child at a time that suits you.

You will be personally guided by Management throughout the enrolment process and well supported in every aspect of becoming part of our Glenhaven Early Learning Centre family as well as discussing your child's needs to ensure a smooth transition for the whole family as your child settles into care.

Management/Governance

Approved Provider: Peter Hanney

Service owners: Peter Hanney, Diane Hanney, Alison Rowe

Nominated Supervisor/Director/WHS Support - Alison Rowe

Assistant Director/2IC - Karen Stopps

Educational Leader - Tracy McCoy

Our Service Philosophy

There are five carefully selected core values that form our service philosophy –

At Glenhaven Early Learning Centre, we aim to provide the very best education and care for your child, ensuring that they are at the core of every decision we make.

We see children as unique and capable individuals and believe that by providing opportunity for participation through play based learning experiences and a balance of intentional teaching, they will start their learning journey with confidence and an appreciation for learning. We know that children learn best as active collaborators, from meaningful involvement in all facets of the curriculum.

We embrace, respect, acknowledge and appreciate diversity within our community and work to develop positive connections with children, families, educators and our community members.

We strive for excellence in all that we do. Being a family owned Early Childhood Education and Care Service, with a hands-on approach in all aspects of centre operations, our centre Director and management are blessed to be able to remain so highly involved in doing what we love every day.

There are five carefully selected core values that form our service philosophy –

- 1) **Participation** – we recognise children as individuals and provide routines and curriculums that allow children to be advocates of their own learning, make their own choices, and grow confidence through participation. We aim to provide an environment and curriculum that celebrates cultural diversity within an inclusive setting. We embed Aboriginal and Torres Strait Islander perspectives across the service.
- 2) **Wellbeing** – we hold a strong emphasis on child protection and healthy bodies and minds. Our educators engage in much research and education around child protection/safety and helping children build strong and secure attachments. We engage a range of professionals such as OT's Speech therapists and local Psychologists to help us effectively plan our routines and approach to ensuring that all children feel a sense of belonging and security.

Our educators engage in much professional development opportunities.

- 3) **Learning environments** – Our planning cycle is driven by, The Early Years Learning Framework for Australia, The National Quality Framework, Our Philosophy, The ECA Code Of Ethics, The UN Convention on the Rights of the Child, the research of Early childhood theorists, the Reggio Emilia approach, The Aboriginal eight ways of learning and our key learning areas that we have uniquely developed and incorporated in line with all of the above sources.

Our Bush Learning Centre also forms a valued space within our learning environment.

Our physical environment is child centered, set to engage the children to be somewhat responsible for their own learning encouraging them to explore, investigate, collaborate and observe. We view the children as being active constructors of knowledge.

- 4) **Partnerships** – We aim for children to feel valued within this community. Positive partnerships with families assist children in feeling that they are a valued member at the service. We pride ourselves on the trusting and strong relationships we form with our families and value the small community feel that our service is known to have acquired. Seeking and maintaining connections within our local community is important to us as we can all share a wealth of knowledge whilst building relationships that can only enhance our current values and our curriculums. We strive to be an active participant within the community.

Collaborative partnerships with families are of utmost importance as we understand that family is the primary influence in children's lives. Families remain the most powerful resources in allowing children to form their own sense of identity. Open and respectful communication between the service and families is paramount in order for children to get the most out of their experience in care.

The connections between our team members play a very strong role in ensuring a happy and motivated collaborative team. We strive to work well together every day and believe that role modelling respectable and positive interactions between team members will benefit the relationships we have with the children too.

- 5) **Sustainability** – We aim for all children to become socially responsible and show respect for their environment. Our curriculum allows children to make connections with the natural environment as well as understand how they can play their part each day by making choices that are environmentally responsible. We are extremely fortunate to be one of the very few services in the Sydney region with a nature play area right at our doorstep.

This Philosophy was created in collaboration with children, families, educators, community members, Approved Provider and our Nominated Supervisor ☺

Service Information

Our Service caters for children aged 6 weeks to 5 years. We are open from 7.00am to 6.00pm Monday to Friday, (50 weeks of the year) and closed on NSW public holidays. Notice will be given in our newsletters when these days occur. We have 5 class groups as follows:

Babies – 6 weeks – 18 months – this is called our Wallabies group

Babies/toddlers – 18 months – 2.5 years old – this is called our Platypus group

Pre – Kindy – 2.5 years old – 3 years old – this is called our Koala Joeys group

Kindy – 3 years old – 4 years old – this is called our Koala group

Preschool – 4 years old – 5 years old – this is called our Kangaroo group (this is the group going to Primary School the following year) Children will only be placed in the Kangaroo group from 4 years old and over.

Note: This is a guide only.

We group children at the beginning of the year.

- You can enrol your child in Primary School at the beginning of the year that they turn 5 on or before 31st July.
- By law, all children MUST be in compulsory Schooling by their 6th birthday. (Source – NSW Government).

Centre Contact Information –

Phone number: 02 9654 0345

Emergency contact phone number: 0412 378 733

Email: alison.rowe@glenhavenelc.com.au

Website: www.glenhaventearlylearningcentre.com.au

Service Provider: Peter Hanney – PK Hanney Investments Pty Ltd

Service Director/part owner and operator: Alison Rowe

Nominated Supervisor: Alison Rowe

Assistant Director – Karen Stopps

Educational Leader: Tracy McCoy

DAILY fee schedule –

Wallabies, Platypus and Joeys groups is \$169 (children 0-3 years)

BEFORE the Child Care Subsidy is applied for eligible families.

Koala and Kangaroo groups is \$159 (children 3-5 years)

BEFORE the Child Care Subsidy is applied for eligible families.

Fees are charged via direct debit and automatically applied to your statement of account via our software program. Statement of account will be emailed to families WEEKLY (Wednesdays). You will also be able to see your Child Care Subsidy information/payments applied to your fees on your behalf.

Fees are processed every Friday for ‘the week in advance’ so that fees always remain paid for the week in advance. Funds will normally leave your account by Friday afternoon depending on your bank.

When beginning enrolment with us – you will be charged for two weeks upfront (the current week plus one week in advance) and then weekly thereafter. Fees must be paid in accordance with our Fee Policy.

NO Administration fee – We do not charge an administration/enrolment fee.

NO Bond fee – We do not charge families a bond payment.

All absences, family holidays and Public holidays will incur charges (except the week of Christmas/New Year when we are closed).

The Centre remains open annually and only closes for approx. two weeks over the Christmas/new year period. We will not charge for the period that we are closed. (We may negotiate PAUSING your child’s enrolment during any prolonged Christmas holiday period that your child is not attending). You must discuss this option with your Centre Director prior to taking leave.

The Child Care Subsidy

Families are required to complete the online Child Care Subsidy assessment via myGov website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment we will need the CRN of the person linked with the child, along with the child's CRN so we can confirm register attendance and ensure that you are receiving the appropriate subsidy.

Child Care Subsidy (CCS)

Child Care Subsidy is a means-tested subsidy paid directly to the Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

1. Combined Family Income
2. Activity Test for both parents
3. Service Type

Transitioning to Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through myGov. Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of childcare your family uses.

Families must sign a CWA (Complying Written Agreement) via our software BEFORE confirming the enrolment with MYGOV). Please ask your Centre Director for assistance.

There is a Preschool exemption to the Child Care Subsidy that some families may be eligible for. This is for parents who do not meet and are not otherwise exempt from the Child Care Subsidy activity test. This exemption is only available for families with Preschool aged children (in their year before Primary School) who attend a service that provide a Preschool Program (that is us). 36 hours of subsidised care per fortnight may be an option for those who are eligible and meet the criteria.

Additional Child Care Subsidy – ACCS

Additional Child Care Subsidy (ACCS) can further assist families with the cost of care. You may be eligible if you are transitioning from a certain income payment to the work force, if you are a Grandparent carer or if you are experiencing temporary financial hardship or if you care for a child who is at risk of harm. Centrelink will be able to advise further.

Allowable Absences

You can be paid for any absence from approved care your child attends for up to 42 days per child *per financial year*. Additional absences beyond 42 days for certain reasons may be approved and paid. Please talk to us about the additional absences (absences exceeding 42 days in any one financial year).

Public holidays will be counted as an absence if the child would normally have attended the Service on that weekday, and fees have been charged for that day for the child. You can access your child's absence record on your online statement by selecting 'View Child Care Details and Payments' on your Centrelink online account. You can also do this using the Express plus Families mobile app Your 'Absences balance' will also reflect on your Centre Statement of Account.

Attendance/late collection of child charges

Please be aware that our Centre opens at 7:00am and closes at 6:00pm. For both long day and short-day sessions – late fees will be applied for continued drop off/pick up outside of the agreed hours and after opening/operational hours as follows –

The fee is \$10 per child for every 10 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as staff members are required to remain at the centre until all children are collected.

Families must contact the Centre if there is a chance that you may be late, this allows us to plan staffing effectively. We also prefer a courtesy call if your child will be absent from the Centre on any booked day (illness/holiday).

If your child remains at the Centre for more than 45 minutes after we close (6:00pm) and we are unable to contact you or your any of your chosen emergency contact's, we will contact Child Protection/Police services to intervene.

Notice of withdrawal and change of days

We require two weeks written notice to advise when ceasing enrolment as well as when decreasing attendance pattern (days). Please advise the Director if you wish to increase your child's days. Please note that we are unable to accommodate make up days on most occasions – please speak with our Director.

Arrival and Departure/Collecting your child Signing in/out of the Centre

Each child **MUST** be signed in and out of the Centre every day they attend using the KIOSK system (IPADS) located in the foyer. **This is an important legal requirement** and also aids our management and staff in the event of an emergency.

We must know which children are on the premises at all times. You will not receive the Subsidy if your child is not signed in/out every day or if absences are not confirmed at first opportunity (via prompts at the KIOSK).

Only an adult (18 years plus) can legally sign children in and out.

On arrival you must also ensure that you –

- Present your child to an Educator (children are not to be left alone to find the Educators).
- Sign your child IN using the KIOSK system and on hardcopy attendance records LOCATED IN CENTRE FOYER.
- Ensure that your child and the Educators know that you are leaving again.

Before departing/ picking your child up you must ensure that you –

- Present your child to Educators and greet them as well as your child.
- Sign your child OUT using the KIOSK system and on hardcopy attendance records LOCATED IN CENTRE FOYER.
- Ensure that the Educator in charge of your child's group knows you are leaving.

Collection of Children

If our educators do not know the person that is collecting a child, they will be asked to present photo identification and prove to be authorised to collect the child. Even if this is a parent that a staff member is seeing for the very first time. Safety of your child is our priority.

Our Enrolment form includes a section for families to authorise other people (Emergency Contacts) to collect their child. Our Educators will only allow authorised people to collect children. We would still expect parents/Guardians to notify us when someone other than a primary carer/parent is to pick up your child.

Families must notify the Centre Director or primary staff member when a different person who is **not** included on the enrolment form is required to collect children and follow up with an *email*. Again, photo identification must be presented. A driver's license is sufficient. If staff are still unsure, you will be contacted.

Court Orders

Please ensure that you give us all appropriate documentation to support a court order in place for your child/family. We are unable to deny access/collection of a child by a parent without a current copy of a court order. Please advise us when circumstances change, or a court order is updated.

Priority of Access

We comply with the Australian Government's priority of Access guidelines. To ensure that we adhere to the guidelines issued by the Australian Government, priority of access to childcare will be given according to children falling in the following categories.

Priority 1: Child at risk.

Priority 2: A single parent child who satisfies the work/training/study test.

Priority 3: Any other child. (Siblings of existing enrolled children will also be given priority)

Code of Conduct

Our Code of Conduct establishes the standards for all employees of the service. Employees are expected to abide by the ethical responsibilities outlined in Early Childhood Australia's Code of Ethics as well as uphold the rights of children as stated in the UN Convention on the Rights of the Child (1989). It is also expected that families behave in an ethical manner at all times whilst upholding respect for the service and other families using the service

Open Door Policy

Glenhaven Early Learning Centre is open to families at all times. Entry at any time of the day is our guarantee to you that we continuously provide the highest standard of education and care for your most precious one.

Regulatory Authorities

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (EYLF) and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the new national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in our State/Territory.

To contact our Regulatory Authority, please refer to the contact details below:

ACECQA – 02 8240 4244 NSW Early Childhood Education and Care Directorate
Department of Education and Communities www.det.nsw.edu.au 1800 619 113,
ececd@det.nsw.edu.au, Locked Bag 5107 PARRAMATTA NSW 2124

We are required to maintain a Self- Assessment Plan which is a detailed document allowing us to self-assess our practice in all seven areas of the National Quality Framework. We have developed a Self-Assessment Plan which is available to families in our foyer area. We are currently rated as MEETING the National Quality Standard in all 7 Quality Areas.

Service Policies and Procedures

You will find a copy of our Service policies and procedures in our foyer and we have a copy located in our office. **They are also uploaded on our OWNA APP for you to access at any time.**

We expect our staff and families to adhere to our Policies and Procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations. Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to family’s needs and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

You will be able to provide feedback and suggestions by using our OWNA APP where all Centre Policies and Procedures are available for your perusal and space provided for feedback. We also sent out our Policies via email every time we make an update or a change for you to review.

Confidentiality and maintaining records

We are committed to protecting your privacy. We support and are bound by privacy laws to ensure strict confidentiality is maintained.

To gather important information about your child, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law.

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

All documentation is stored in a LOCKED cabinet and only accessible to Management unless otherwise approved by Management.

Important - It is essential that we have copies of your child's birth certificate and current immunisation status.

Our Educators

At Glenhaven Early Learning Centre – we exceed the Regulatory Board's requirements for the number of Qualified Educators employed at the service as well as access to Early Childhood Teachers (University Degree) and Qualified Primary School Teachers (Bachelor's Degree in Primary Teaching).

We are proud to inform that our Educators are all Qualified (many to the highest possible Qualification in Early Childhood) and are very experienced in their role.

Our Educators are carefully selected via an interview and comprehensive screening process. Our team of Educators participate in regular ongoing Professional Development delivered by some of the countries most recognised Early Childhood advocates and Early Childhood Consultants.

All staff hold Working with Children Checks, Child Protection Training, First Aid qualifications as well as Asthma and Anaphylaxis Management certificates.

Kitchen staff hold Food Safety Certificates and qualifications in the hospitality industry as well as a Working with Children Check.

Our staff take part in the Staff evaluation/appraisal process every six months and enjoy ongoing mentoring and access to any changes and updates happening within the Early Childhood Education and Care sector.

Our Educators attend monthly staff meetings and weekly meetings with Educational leaders to discuss children's goals and progress and dedicate much of their own time to ensure best practice regarding planning, delivering and evaluating every child's development as well as the daily curriculums and routines implemented. Educators also work closely together as team to evaluate their own practice as well as mentor and motivate one another.

Educators recognise the importance of developing trusting relationships with children and their families and strive to develop strong connections through positive and regular communication and close engagement with each child every day. Our Educators are extremely dedicated and passionate about their chosen profession and maintain the highest of standards in their teaching pedagogies, their values, professionalism and above all their love for what they do.

Educational Program

We follow the Early Years Learning Framework as per our programming policy. This is Australia's first national Early Years Learning Framework for early childhood educators. The aim of this document is to extend and enrich children's learning from birth to Five years and through the transition to school.

We are committed to providing a developmental and educational program, which caters for each child's individual needs, abilities and interests. Our program will continue to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement in order to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and Educators who are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices will provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

Though we value the importance of play, we also understand that children thrive on routine and some structure throughout the day. We achieve a positive balance by providing time for play and exploration as well as time for planned and intentional structured learning.

If you have any concerns about your child's development, please seek assistance from your child's educator. There are times when your child's educator may approach you and make

suggestions for extra support. We have connections to local Speech Pathologists, Paediatricians, Child Psychologists, Dieticians and a variety of other specialists and services to assist your child. Please see management for advice.

At Glenhaven Early Learning Centre – We have developed Key Learning Areas that form our curriculum:

STEAM (Science, Technology, Engineering, Art, and Math).

Literacy

Munch and Move

Reggio Emilia approach

Our Philosophy core values (Participation, Wellbeing, Learning environments, Partnerships, Sustainability).

Munch and Move/physical

Nature play

Children's portfolios will be online and available for you to access at any time, even after your child no longer attends. Children's portfolios and online learning will consist of goal development/measuring progress and achievements, observations, Summative assessments (using the EYLF Milestones document as a guide), participation in projects, celebrations, spontaneous photos and much more. Families will receive photos of their child each day along with information about their day via our APP.

Educators complete mid-year and yearly Summative Assessments for each child and invite families to attend meetings to discuss your child's progress.

Children going to Primary School will have a Transition to School Statement completed and sent to their Child's Primary School that they will be attending the following year by mid-November each year. More information will be sent to relevant families.

Transition to school program

Our service has developed a very comprehensive Transition to School program.

Educators will provide a range of daily experiences to help prepare your child for school. Experiences will be both practical and skills based as we assist your children to develop an understanding of expectations and routines in the primary school environment.

Our program includes learning for the following areas –

- Social and emotional competence: learning to form relationships with others, work as a group and develop independence.
- Literacy: including language development, communication, sounds/letters and pre- reading.
- Numeracy: numbers, measurement and

various math and problem-solving concepts. • Use of technology • Heggerty Literacy Programs • Access to well-maintained resources to assist their learning in our classroom environment. • STEAM projects • Pre-readers (use of the traditional PM reader set) • Use of workbooks to promote handwriting, pencil grip and cutting skills.

Educators will provide a Transition to School Statement to families, completed by November.

For more information on this topic: www.transitiontoschool.nsw.edu.au We invite Stage One Teachers from local Public Schools to conduct information nights for families, to be able to aid them with the correct information and to ask questions if needed.

Our families are invited to parent/teacher interviews with our Centre Educators, twice a year, to discuss your child/ren's progress.

We aim to provide your child with the tools to best equip them for a smooth transition to and readiness for, Primary School. We believe that our curriculum delivers the perfect balance between play based and teacher led experiences for the children as we prepare them for the next big milestone in their lives.

Room routines/your child's group

Our routine allows for a variety of experiences to take place throughout the day. The children enjoy being involved in a wide range of experiences from music to gardening to craft to sport. Our curriculum is inclusive of all children and caters for individual interests that are tailored to suit the age and stage of your child. We aim to maximise your child's learning by encouraging participation in a variety of stimulating and challenging activities.

As your child grows and develops, they will be able to transition to the next room/class group. Children are transitioned into their new rooms when the time is right for them. Families will always be consulted before transitions take place.

Orientation and settling into care

Our aim at Glenhaven Early Learning Centre is to support your child in feeling like our centre is their safe and secure place, a 'home away from home'.

Settling into care can be a difficult time for both the child and family. The first few weeks can often be most difficult, although, as your child becomes more familiar with our educators, routine and environment, they will start to develop meaningful relationships which will allow them to settle in. We welcome families to call the centre at any time to check in on how your child is settling.

We encourage children to attend at least 2 orientation visits before their official start date. This enables children to feel comfortable in the environment and have an understanding of

what to expect before their first full day of care. We ask that families do stay at the centre during these visits though are very welcome to sit in our foyer area and enjoy a cup of tea/coffee etc if you feel it best for your child to orientate without you in their sight. Generally, by the 2nd visit this may be the case.

Parent Participation

We strongly encourage families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills & experiences that the children and the program will benefit from. We also hold a number of celebrations and incursions throughout the year and love to see families come along.

Communication

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child's day.

Communication will include:

- Daily information about your child's day and our Curriculum is communicated via our Centre App called 'OWNA'. You will receive an invite and log in details upon enrolment. We use OWNA to communicate the following – - Information about your child's day – a daily summary will be provided including photos of the children and a few paragraphs about how they participated in the routine and Curriculum. We love to include birthdays and special events. - Daily menu - Information about how much your child ate during meals, your child's sleep, bottle feeds and nappy changes etc... - Individual children's observations, goals set and achievements along with ongoing documentation about their progress. - Children's 6 monthly Summative Assessments which are based on the Early Years Learning Framework outcomes. - So much more... - Families can even communicate with their child's educators via the App.

- Emails
- Phone calls
- Newsletters
- Face to face
- Meetings

Complaints

We recommend open communication at all times and take any complaints seriously. Please direct any complaints to the Centre Director (Manager) in writing. We will promptly investigate all complaints accordingly and work together with you to solve promptly.

Serious Complaints that are unable to be dealt with by management can be directed to the Regulatory Authority – 1800 619 113.

Child Protection

We support every child's right to live and learn in a safe and supportive environment. As mandatory reporters we are required to act in accordance with relevant procedures and training for recognising, responding and reporting child abuse or neglect.

All of our Employees must update their Child Protection Qualification every 12-18 months.

Our service is committed to Child Safety and we have developed a code of conduct relating to the NSW Child Safety Standards including risk management as part of our commitment to keeping the children in our care safe.

Security at the centre

Security is of high priority at Glenhaven Early Learning Centre. Access to the Centre is via a pin coded entry system whilst visitors will need to ring the doorbell. All families will receive a unique pin code upon enrolment. We ask that families do not share this code.

Behaviour Guidance

Educators follow a Behaviour Management Policy that extends across the whole Service giving consistency of expectation in all rooms. This policy allows children to develop self-discipline, a respect for others, for property and respect for self, whilst learning to regulate their behaviour. If you require further information on this policy, please ask Educators and refer to the Policy manual.

Sun Protection

We are a SUNSMART Centre and comply with the NSW Cancer Council's recommendations for Childcare Centres. Our Educators role model Sun Safety by wearing wide brimmed hats outdoors and applying sunscreen as well as wearing protective clothing. We ask that you help us maintain Sun Safety within the Centre by ensuring that your child wears protective clothing (no singlet tops) and their wide brimmed hat (supplied by the centre – to remain at the centre) For more information, see our 'Sun Safety policy'. We supply SPF 50+ KIDS Cancer Council Sunscreen and apply accordingly throughout the day.

Lost belongings

We kindly ask that you do not allow your child to bring in any valuables from home (including toys) as it can become stressful for children and our Educators to be responsible for precious items in this environment. We have a lost property box for items you believe may have been mis-placed at the Centre. These would mainly be clothing items. Please see Management. Please label all belongings.

Sustainability

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, reducing energy and conserving water. Encouraging children to actively engage in planting vegetables and herbs in our garden patch and water frequently.

We use what we grow within our meals involving children in the 'plant to plate' process. We aim to provide children with the skills and knowledge required to become environmentally responsible. Rest and Sleep Rest and sleep routine vary according to individual needs.

Sleep and rest

We aim to make rest time a relaxed and pleasant time for all children. We never force children to sleep, rather rest. Our cot rooms are beautifully appointed and perfectly comfortable and safe for babies. Our Educators regularly update their safe sleep training qualifications and conduct 10-minute sleep checks by physically checking that your child is sleeping safely according to our safe sleep policy and procedure. Please feel free to discuss your child's rest or sleep needs with Educators.

Birthdays

It is very exciting for a child to be having a birthday and we love celebrating with them. If a cake is required for a child's birthday, it is recommended that an ice cream cake OR a professionally made cake with the list of ingredients attached and company name. NO HOME MADE CAKES please.

Illness

When should I keep my Child home?

A day at Preschool is a busy and demanding day for the bodies and minds of our children, we are not equipped to care for sick children; however we will do everything we can to comfort a child who has become sick whilst in our care.

To try and prevent the spread of disease, please monitor your child's health and watch for:

- A constant runny nose
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- *Vomiting
- Rashes
- Irritability, unusually tired or lethargic
- presenting with symptoms of COVID-19 or coming into contact with someone with COVID-19 (see Coronavirus Policy). Please do not bring your child to the Service if they display any of the above symptoms. If a child becomes ill whilst at the Service, the child's

parents or person responsible for the child will be contacted to organise collection of the child.

If the child is unable to be collected, educators will contact the child's emergency contact for collection. When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, date of onset, general behaviour of the child leading up to the illness and any action taken.

Children who have experienced vomiting or diarrhoea **MUST NOT** attend at the Centre for at least 1-2 full days after the final episode (See illness Policy).

Your child should not attend the Service if they have had Panadol or Neurofen within 24 hours for a temperature. It is extremely important that staff members are aware if a child has had either medication, so we do not re-administer and potentially overdose. The other consideration is that medication of any type should not be added to a child's bottle.

Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been away due to illness, please check with the Service as to whether or not you will need a certificate before your child returns.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding: Exclusion from the Service of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can let families and the NSW Health Department know if something is going around and avoid an epidemic. (Confidentiality is always maintained).

Immunisation from 1 January 2018, children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in childcare. The Public Health Act 2010 prevents NSW childcare centres from enrolling children unless approved documentation is provided that indicates that the child: - Is fully immunised for their age – or has as a medical reason not be vaccinated. The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Childhood Immunisation Register (ACIR). For an up to date immunisation schedule, please refer to your enrolment pack. Please see our 'Controlling Infectious Diseases Policy' for exclusion periods and related illness/infection control. There is also a chart on our information wall at the foyer.

Medication

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless a doctor provides the Service with written authorisation.

Educators can only administer medication to a child from its original packaging with pharmacy instruction sticker with the correct information relating to that child included. The medication must also be in date.

On arrival at the Service families, must give medication to Educators for safe storage and complete a medication authorisation form. You will be asked to complete an authorisation/advice form prior to us administering medication.

Under no circumstances should medication be left in children's bags.

Medical conditions

It is vital that we are aware of any medical conditions that impact your child's health and safety whilst in care. Families are required to disclose any medical conditions as per our enrolment form. We also ask that you verbally inform the Centre Director so that we can best support your child's needs. Common medical conditions may include but are not limited to – Anaphylaxis, Asthma, Diabetes, eczema and food allergies.

Please provide as much information as possible within your child's enrolment form as well as provide us with the diagnosis from the doctor.

The Service requires an Action Plan filled in by your Doctor/GP to assist in managing your child's needs. The Action Plan is to be updated every 6 months and provided to the Centre Director.

If your child has been prescribed with an Epi Pen or Ventolin – we ask that you provide us with your child's medication to store safely at the Centre.

We will provide you with this important documentation to complete and return before your child begins their enrolment:

1. Medical Management Action Plan (completed in consultation with your GP as requires GP signature).
2. Risk Minimisation form.
3. Communication plan.

• **All of our Educators are required to hold a current First Aid Qualification, including CPR training, Anaphylaxis and Asthma management.**

Accidents and Incidents

At Glenhaven Early Learning Centre, we endeavour to help prevent your child from being involved in accidents, however, from time to time accidents do occur.

If your child is involved in a minor incident, we may still contact you to inform. An accident/incident form is completed when accidents/incidents occur. You will be able to discuss with your child's Educator.

Please ensure that your emergency contacts remain up to date in case we are unable to contact you. In the unlikely event of a serious accident/incident you will be contacted immediately, and the appropriate centre Policy & Procedures will be followed.

Emergency Drills

Throughout the year the Service will hold emergency drills, which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Educators will be trained in using the fire extinguishers that are in the Centre. An emergency evacuation plan will be displayed in every room along with our procedure. We practice a range of drills every two months over an entire week period so that all children are included. Families will receive an email to advise.

Children's Safety

Never leave children unattended in cars while collecting children from the Service.

#Cars parks are dangerous places for children.

#Always hold children's hands when arriving and leaving the Service.

#Never leave a door or gate open. Never leave your children unattended in a room.

#Children are not permitted into the kitchen and laundry areas.

Workplace Health and Safety

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Breastfeeding, breastmilk and formula

We welcome parents to breastfeed at the Centre and provide a private and comfortable space to feed your baby. We have policies in place to support safely storing breastmilk at the Centre and encourage families to discuss with Management. If your baby is on formula, we ask that families review our Policy in regard to providing formula for your baby.

Meals and nutrition at the Centre

All of our meals are provided by KIDS GOURMET FOOD. A specialist company delivering food to Child Care Centres nationwide since 2002. KGF deliver food for children aged 4 months to 6 years old.

The menus are culturally inclusive and work on a 6-week rotation. Families are provided with a copy of our menus and the rotation calendar upon enrolment.

A few of KGF's many features

- Exclusively devoted to the childcare industry.
- Freshly cooked meals snap chilled to preserve quality and freshness. Not frozen.
- Child friendly food, with age appropriate menus provided.
- Daily delivery of food in a refrigerated van.
- **No nuts, nut products or egg products.** Reducing allergy concerns for all children while in care.
- Allergy, intolerance or cultural preference meal alternatives are provided.
- We do not use ingredients containing msg, artificial colours or flavourings.
- Our centre has a comprehensive listing of ingredients used by KGF Nutrition is very important to us and we pride ourselves in teaching children about the importance of nourishing our bodies with good foods.

For more information, see our 'Nutrition policy'. *Please note that we are strictly a nut free and egg free service.*

NO FOOD FROM HOME IS TO BE BROUGHT INTO THE CENTRE

Allergies and dietary requirements

Kids Gourmet Food caters for children with allergies and cultural and other requirements. You can rest assured that we are able to cater for your child's allergy or dietary requirement, hassle free.

Ask your Centre Director for more information.

Preparing your child

What to pack in a school bag ?

Pack a backpack with spare clothes (if your child is toilet training, please pack 5 spare pairs of pants/underwear).

Pack dummies (2) if applicable - must be clearly labelled –

Pack bottles if applicable – must be clearly labelled (we provide cow's milk)

Provide formula/breast milk for baby if applicable – must be clearly labelled - Drink bottle for older children with water (we will refill accordingly)

What we will supply –

All food and drink for the day

(Cow's milk and fresh water)

Sun safe hat (to remain at Centre)

Nappies and wipes (Huggies) – all sizes available

Drink bottle for older children and a sippy cup for infants/toddlers

Cot and bed sheets for sleep and rest times

Sunscreen SPF 50 Plus – Cancer Council Kids sensitive skin

Preparation checklist –

Paperwork to provide us with BEFORE COMMENCING –

Completed Enrolment form

Completed Direct Debit Authorisation form

Immunisation History Statement (provide a copy or it can be taken from original)

Birth certificate (a copy can be taken from original)

Completed ‘Child Profile’ (part of the enrolment form)

A form of ID – Primary contacts (example – Drivers licence) for us to copy/file

A pair of Gum boots to store at the Centre for Bush Kinder participation (older groups)

If applicable – Court order

Medical Conditions supporting documents

Child’s medication to keep stored at the Centre (e.g Puffer)

Thank you for choosing Glenhaven Early Learning Centre.

We look forward to welcoming you to our unique Centre and to creating lifelong memories for your child...

Kindest regards,

Alison (Director) and the GELC Team.