

CREATIVE LEARNING AND PLAY

# Family Handbook



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### 1. INTRODUCTION

Welcome to our Centre and thank you for trusting us to care for, teach and bond with your little one! This handbook provides all of the information that our Families need to know as well as enabling Families, Educators and Management to be fully aware of each other's rights and obligation. The undermentioned information pertaining to the Child's development is prepared within the guidelines of the Early Years Learning Framework . Creative Learning and Play's Policies and Procedures are located in the Foyer and are available to view at any time. The Child Care Regulations and Child Care Act are also available for Families to view, so please don't hesitate to ask us!

### 2. OUR PHILOSOPHY

Creative Learning and Play is for all the family. We consider Educators to be a part of a Child's extended family. To ensure foundations for future growth, we embrace and endeavour to maintain the intimate feel of our homely centre. We uphold the rights of the Child by promoting and believing that all Children are our future. We encourage positive relationships between peers, Children and adults so that our Children can feel valued, unique and learn the basic skills of life through meaningful experiences.

We endeavour to provide a safe, clean and caring environment where Children have freedom to choose their activities and make their own decisions.

We welcome Family involvement at whatever level the Families feel comfortable with and consider any feedback or suggestions to be extremely valuable and appreciated.

We believe in creating a stimulating learning environment through play, as this supports Children to explore experiment, enjoy and discover their physical, social, emotional and intellectual world around them. Our programme incorporates a balance between Educator and Child initiated activities and is designed to cater to Children's individual interests, needs and varying levels of development, whilst having the flexibility to be spontaneous and non-restricting.

Our Centre invites community members to regularly share experiences with the Children. Excursions/incursions are planned to enable the Children to become involved in the community.

At Creative Learning we provide a high standard of hygiene and food preparation. Menus incorporate balanced meals that meet the recommended daily nutritional needs of Children within each age group whilst reflecting a wide variety of cultures. All Children's medical, cultural and religious needs are respected and taken into account when menus are being updated and planned.

We encourage Children and Educators to interact with and be respectful of each other. This reflects our anti-bias approach to Children and their families, accepting uniqueness in language, culture, customs, religious beliefs, spirituality and values. This inclusion means all Children are part of and participate in their environment. It means not just being there, it means being with, learning with, playing with, communicating with and socialising with their peers and Educators.

We strived to make everyone feel part of the "Creative Learning" family.

### **3. ENROLMENTS**

There are guidelines in the Commonwealth Childcare Assistance agreement which the Centre must adhere to regarding enrolment priorities. They are as follows:

1<sup>st</sup> priority - a Child at risk of serious abuse or neglect

2<sup>nd</sup> priority - a Child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test.

3<sup>rd</sup> priority - any other Child

Within these main priority categories, priority should be given to Children in:

- Aboriginal and Torres Strait Islander families
- Families which include a disabled person.
- Families on lower incomes.
- Families from culturally and linguistically diverse backgrounds.
- Socially isolated families.
- Single parent families.

The Centre keeps a waiting list - however priority of enrolment will be given to Children of parents falling within the above categories.

Every effort will be made to accommodate everyone who requires care. We welcome any Children with special needs and will take measures to provide the appropriate care required.

You will need to complete and sign the Centre's enrolment form when enrolling your Child. We strongly recommend that your CCS is confirmed with Centrelink before your child commences care. If it isn't, full fees will apply. CCS may be back dated by Centrelink but is not guaranteed by the centre.

### **4. HOURS OF OPERATION**

The Centre opens at 6 am and closes at 6 pm, Monday to Friday all year round.

We close all weekends and public holidays.

Our Educators finishes their duties at 6 pm sharp and we ask that you co-operate by having your Children picked up by then.

### **5. GROUPING OF CHILDREN**

The Children within Creative Learning and Play are grouped according to their age. 3 age groups exist, these are:

- 0-2 years,
- 2-3 years,
- 3-6 years.

Siblings are encouraged to visit each other during the day, especially during settling. In the morning and evening, we have family grouping sessions, usually in the Nursery room.

## 6. SETTLING CHILDREN INTO CHILD CARE

We believe that, where possible, your Child's settling period will be easier if you are able to follow some of the following suggestions.

We also believe that the care taken when settling your Child in will assist you in leaving your Child for the first time. You will have an opportunity to talk with the Educators, watch them working with the Children and ask questions when you are not so rushed. We understand and appreciate that Children respond in different ways when separating from their parents. We will always attempt to respond to those varying needs.

The following may be helpful:

- Pre-enrolment visit(s) and orientations are encouraged. We offer 2 free orientations visits for 2 hours each.
- Parents are encouraged to spend some time with their Child for the first few occasions (according to needs) and to allow Educators to gradually take over.
- Feel free to telephone during the day to check on your Child's progress.
- It is recommended that the first day for the Child should not be too long a period - gradually increase the time to give the Child reassurance that the parent is coming back for him/her.
- Educators will report to parents regarding the Child's day and are happy to discuss any concerns.
- When your Child becomes ready to move up into the next age group our friendly Educators will discuss this transition with your input.

## 7. CONFIDENTIALITY

You can be assured that personal details supplied to us are treated in the strictest confidence. The Director/Co-ordinator is available for confidential conversations concerning your Child if required.

**Family grievance procedure** - Any concerns need to be directed to the Qualified Educator in that Child's room. If the parent feels that their concern has not been addressed, they are able to speak to the Director who will attempt to resolve the issue.

## 8. ARRIVAL & DEPARTURE

On arrival at or departure from the Centre, parents must sign their Children "in" and "out" using the OWNA app on their personal device. Parents are also required to confirm "ABSENT" if their Child is absent for any reason, or for Public Holidays. Failure to do so may jeopardize your Childcare assistance. We stress that this is a Commonwealth Government requirement.

## 9. PICKING UP OF CHILDREN

Only persons authorised on the Enrolment Form to pick up Children may do so. Any other persons attempting to pick up Children will be refused. All persons are asked for Identification and checked with the enrolment form before being allowed to take a Child, all ID presented will be photocopied and kept in child's file. Should you wish to change the persons authorised to pick up your Child, you will need to do so in writing before those new persons attempt to pick up your Child.

Should you need to temporarily authorise another person to pick up your Child, you may do so by personally phoning or advising the Centre giving an accurate description of the person being authorised. You should immediately, or at the earliest opportunity, confirm the request in writing.

## 10. LATE COLLECTION OF CHILDREN

When you are unable to collect your Child at the usual time for any reason, please phone the Centre.

**Parents may be charged a late fee for collecting Children after 6.00 PM** of \$15.00 per Child for each fifteen minutes, or part thereof, until the Child is handed over to the parent or the person authorised by the parent.

Educators will remain in the Centre for one hour after closing time. In this hour an effort will be made to contact the various people that are listed on the enrolment form (e.g... parents/guardian/emergency contact person). In the event that the person on the enrolment form cannot be contacted, the Family and Children's Service of your area and the Police will be contacted.

## 11. FEES

We charge all families a “start up fee” which includes a uniform shirt, hat and portfolio for your child. This is a \$35 fee and will be added to your first bill.

Fees are payable as listed on the notice board. Prices are as at 19<sup>th</sup> February 2024.

- \$137 per day for Babies and Toddlers
- \$136 per day for Kindy
- \$139 per day for Casual bookings
- \$84 per half day (am OR pm sessions but must stay within 5 hour session)

Fees are then reduced by claiming Childcare Assistance if applicable. The percentage of assistance that a family may claim depends upon their assessed family income which is determined by the Centrelink.

All fees are to be paid each Friday and are for the current week only. Our method of payment is by direct debit using the Owna system. Any fees outstanding longer than 2 weeks, will result in you being asked to withdraw your Child from the Centre. Owna charge a dishonour fee for each payment that is declined, and a direct debit transaction fee, as stated in Owna service agreement. All efforts will be made to recover fees, however if fees are not paid in full, further action may be taken.

**In order to maintain fees at a figure as low as possible and provide quality care for your Children, fees must be paid for all public holidays. If you receive Child care benefit or Child care rebate you are allowed 42 absence days per year where Centrelink will continue to pay benefit. These include sick days, public holidays, holidays and casual absence days. Full fees are charged for holiday to keep your place open, these will be marked as absent days. Once you reach 42 days Centrelink will not pay benefits for the rest of the financial year. For extended holidays (longer than one week) CLP will provide permanent booking with a 25% discount off your gap fee.**

## 12. NOTICE OF WITHDRAWAL OR CHANGE TO BOOKINGS

Two weeks written notice via email to [info@creativelearningandplay.com.au](mailto:info@creativelearningandplay.com.au) is required for termination of your Child’s place, and one week notice to alter your child’s bookings. If you wish to obtain Childcare Assistance for these two weeks you must attend the Centre or full fees will apply. CCS will no longer be paid for **non-attendance** 7 days before or after the first or last physical attendance.

## 13. EDUCATORS

The Centre employs high quality Educators as required by the Department of Community Services. Educators will work under a suitable code of conduct and suitable behaviour will be maintained at all times.

All Educators on the premises at all times will hold a current first aid and CPR certificate, be Anaphylaxis and emergency Asthma trained. All Educators will supply a health certificate and Working With Children Check before the commencement of employment.

Regular Qualified and Unqualified Educators are appointed to care for the Children depending on the Children’s age and the quantity of Children. As per Childcare regulations the Educators to Child ratios are: 1 Educators to 4 Children aged 0-2, 1 Educators to 5 Children ages 2-3, and 1 Educators to 10 Children aged 3-6. At least 50% of our Educators are Qualified. Everyone who does not hold a certificate or diploma is actively studying towards it.

Creative Learning and Play has appointed a Nominated Supervising Officer who oversees the day to day running of the Centre. There is a list of other Educators who hold a Certified Supervisor’s Certificate in the Foyer. If the Nominated Supervising Officer is not on the premises, then the most senior person holding the Certified Supervisor’s certificate will be placed in charge.

We provide Students Placements in the centre where we take on students from schools around the area to complete Childcare training and to gain experience with working with Children. Only one student will be present in a room on any one day, and the students will never be left alone with the Children. Students will complete tasks set by permanent Educators in the room, including cleaning and Child interactions.

Volunteers may be appointed by the service to assist with excursions. The volunteers will be parents of the Children attending the service. If you are available to assist as volunteer on an excursion, please inform Educators on

enrolment forms.

Our Educators are employed to provide a happy, home away from home environment for your Children where every need is met. Educators provide fun and stimulating experiences as well as providing comfort for all Children. Educators practise high levels of health and safety to protect your Child including hygiene and supervision.

#### **14. PROGRAMMING**

Programs are developed for all children within the Centre under the guidance of the trained staff members and the approval of the Australian Children's & Education Care Quality Authority. The programs are based on the Centre philosophy, goals and aims as well as the individual Child's development, the Children's interest and the overall needs of the group of children. Our programming is all done digitally, using the Tablets to take photos, videos and conduct observations and follow ups on the Children. This is available to Families using the "OWNA" app. We use the "Emergent Curriculum" programming method which is a flexible program that is designed to accommodate your child's interests and needs. Educators collect the observations and Artwork for each child and collaborate them into each Child's portfolio. The portfolio is sent home once it is full. You are welcome to view the portfolio at any time. Please don't hesitate to ask the Educators if you would like to view your Child's portfolio. For more information about this, please feel free to speak to a Qualified Staff member. We will occasionally send forms to you requesting information about your child that we can then use for our Program. Families are also encouraged to write on the program in the "Parent Input" box. Your input will be greatly appreciated. Programs are displayed in each room on the Programming Boards along with observations for the week and are evaluated regularly. Please feel free to discuss the program with the Educators at any time or make an appointment.

#### **15. GUIDING CHILDREN'S BEHAVIOUR**

Guiding Children's behaviour will be done in a respectful and fair manner. The Educators get down to Children's level and explain what behaviour is expected. The Educators will allow opportunities for Children to discuss and contribute to the Room Responsibilities and Behaviours expected.

No Child will be subject to any form of corporal punishment, punishment by solitary confinement, smacking or other humiliating or frightening punishment.

All guidance and discipline within Creative Learning and Play will be positive. Parents are notified and kept informed if any behavioural problems occur and positive steps are taken to try and eradicate or minimise the problem behaviour.

Management reserve the right to request parents collect their child/ren if the child shows continuous signs of verbal abuse, aggression and or physical violence towards other children, staff or any stakeholder of Creative Learning and play. Meetings will be arranged with families to discuss the best way to move forward following such an occurrence. Management have the right to refuse acceptance of any child displaying the above behaviour during drop off at the service. Management and all educators have a responsibility and duty of care to provide an environment safe for all children, staff and stakeholders.

#### **16. EXCURSIONS**

If the Centre plans any excursion, permission will be obtained from the Child's parent or guardian. The details of time, place and duration will be advised when seeking your permission. Educators will be sufficient to cover all safety aspects. We are committed to ensuring Children are carefully supervised to protect their wellbeing and safety during any excursion or journey from or to the centre that involves travel in a vehicle organised by the service.

#### **17. EXPECTATION & BENEFITS OF PARENTAL INVOLVEMENT**

All parents and families are encouraged to be as involved with the Centre as they wish to be. Educators are always open to parent involvement and suggestions. Our centre supports sustainability and care for our environment. We are encouraging Children to grow vegetables and herbs and to recycle scraps. Parents can be involved in many ways, such as bringing in recycling items for craft. We also welcome family input by sharing celebrations from different cultures. Creative Learning now have a facebook page where we post photos and up and coming events. Regular opportunities are provided for the parents and families to attend special events as well as parent evenings. The centre holds regular parent evenings where parents are welcome to attend to discuss any issues or to make suggestions. The next date for the parent evening will be displayed in the foyer. All parents and guardians are

welcome to attend.

If there are any complaints towards the centre regarding your Child or centre practises parents are asked that they discuss these issues with the relevant Educators member concerned. If you still feel that action is necessary after discussions with relevant Educators members you should take the matter up with the co-ordinator. If you are still unhappy with the situation the co-ordinator can offer to take the matter to the owner for guidance. For any more information regarding parent grievance procedures please ask to see the centre policies.

### **18. ADDITIONAL INFORMATION**

We have available to parents several sources of information on varied topics such as Children's health and Child development. We also have a whole range of different pamphlets which are available to you and can be found in the foyer. We also email families regularly to keep them updated on information, centre events, community events etc. If the information you are seeking is not there please ask a caregiver for further help. We have a community book in our foyer showing services available in the local area, parents are welcome to look through it at any time, please feel free to add any flyers or information you feel is relevant to our area. We have a duty to keep adequate records about Educators, parents and Children in order to operate responsibly and legally. The centre will protect the interest of the Children and their parents and the Educators including appropriate privacy and confidentiality. Archived records will be stored in a safe and secure manner.

Creative Learning and Play are also proud sponsors of Starlight Children's Foundation Australia



For any Childcare information, please contact:

Education & Care Regulatory Unit, Ph: 6551 8333, Fax: 6552 1555,  
Country free call: 1800 199 383, Email: [ecru@dlgc.wa.gov.au](mailto:ecru@dlgc.wa.gov.au)

### **19. HEALTH EMERGENCIES**

If during the day a Child becomes ill, the parent will be contacted immediately **or**, if we are unable to contact the parent, we shall contact those person(s) listed on the Enrolment Form as emergency contact. Please list as many contacts as you can.

**It is essential that you inform us about any changes regarding address, telephone number and emergency contacts.**

Each Educators hold a current first aid and CPR certificate, be Anaphylaxis and emergency Asthma trained and hold current certificates. All Educators will supply a health certificate and Working With Children Check before commencement of employment. Parents are required to inform the Centre of any known conditions/sicknesses and supply necessary medication such as an epi-pen or asthma reliever.

Normally all medication is required to have written permission before it can be administered, however in the case of an emergency the Centre reserves the right of "Exclusion to Authorization" which means that our Educators may administer medicine to uphold our "Duty of Care" and prevent a life threatening situation.

### **20. EMERGENCY, EVACUATION & ACCIDENT PROCEDURES**

Our priority is Children and Educator safety. Fire drills and Lockdowns will be conducted alternatively, twice each quarter and evaluated each time.

Procedure in case of fire or any other emergency is displayed in the Centre and the Educators discuss these procedures at regular intervals.

Every Educator will be aware of the number of Children in their care at any one time.

Educators are expected to remain calm and heed instruction and carry them out efficiently and effectively without causing confusion and distress to the Children. Attendance sheets to be taken when evacuating.

## **21. ILLNESS, INFECTION & INJURY**

1. In a group care situation, one of the most troublesome problems is to control the spread of infections among the Children and Educators. Every step possible is taken to prevent the spread of illness and infection.

It is generally accepted that seriously ill Children will be excluded from a group Child care program, although policies for the exclusion of mildly ill Children are controversial and variable.

The reasons for exclusion of Children are:

- To ensure that the Child's comfort is met by one-to-one contact
- To prevent cross-infection of other Children
- To prevent cross-infection of Educators

2. Health regulations - The Education and Care Services National Regulations 2012 State "...if there is an occurrence of an infectious disease at an education and care service, the approved provider of the service must ensure that reasonable steps are taken to prevent the spread of the infectious disease at the service".

Parents and Educators will be advised in the event of any communicable disease(s) identified in any Child who attend the Centre.

The Directors will have the final say as to whether or not a Child will be excluded from the Centre taking into consideration the sick Child, other Children and Educators.

3. Injury & Illness: If your Child becomes ill or is injured at the Centre, every effort will be made to contact you, the parents or guardian. However, if the parents or guardian are not available, the Centre may take your Child to the Centre's doctor or by ambulance to the hospital. In the enrolment form parents must sign declaring medical & ambulance coverage as this is your responsibility.

## **22. SUN CARE**

Creative Learning and Play promotes the Cancer Foundation's "Sun Smart" practises. Your Child must wear a hat, sunscreen and protective clothing whilst outdoors. Educator's will ensure all Children are wearing their hat and sunscreen before going outside and Educators members will act as role models by also wearing a hat, sunscreen and protective clothing while outside. Children are not permitted to play outside between 10am and 3 pm, unless the UVI (Ultra Violet Index) is 3 or lower. Educators will provide Children with brief unrestricted outdoor play (between 10am and 3pm) during intervals of fine weather on an otherwise cold or wet days, or at times when some fresh air is needed for a few minutes.

## **23. IMMUNISATION**

As per the wa government "No jab no play" policy we do not accept children who are not immunised. Exceptions are made to those children who are on a catchup schedule or a part of a special circumstances category. This policy exists to protect Children who may be exposed to infectious disease because of close contact with other Children at the Centre.

## **24. MEDICATION**

Parents are required to complete and sign a medication form. All details need to be filled out in full and then the form needs to be given to an Educator. Medication cannot be given without this authorisation however in the case of an emergency the Centre reserves the right of "Exclusion to Authorization" which means that our Educators may administer medicine to uphold our "Duty of Care" and prevent a life threatening situation.

Non-prescribed medications are not able to be given to the Children by Educators for more than one day unless there is a letter from a doctor approving this. All medications/creams etc must be given to an Educator in the morning, and NOT left in the Child's bag. Only Trained permanent Educators in the centre will be responsible for administering the Children's medication, however other Educators are able to check the medication.

## **25. FOOD & NUTRITION**

Creative Learning and Play employs a Food Co-Ordinator whose duties includes providing nutritious and well-balanced meals for the Children and will cater for individual needs of the Children. Meal times will provide positive learning experiences for the Children who will be encouraged to develop healthy eating habits. Our Menu has been created in consultation with a qualified nutritionist to ensure we meet all dietary requirements. Parents/guardians will be



consulted and asked to share family and multicultural values and experiences to enrich the variety and enjoyment of food planned to meet each Child's daily nutritional needs. Educator's sit with Children at meal times to provide positive conversations. We provide breakfast (until 7am) morning tea, lunch, afternoon tea and a late snack.

It is unnecessary to bring your own food unless pre-arranged with the Director. We ask that Parents please bring in bottles that are labelled and have a lid.

Please notify us if your Child has a special diet (e.g. vegetarian or for medical or religious reasons). Under special circumstances, we will ask that you provide the food. We also need to know of allergies, etc.

The Daily Menu is displayed in the Foyer & Kitchen. Your input into the Centre Menu is welcome.

If your Child's has a birthday at the centre you are welcome to supply a birthday cake for the Children to share. Due to health and safety regulations, we ask that you supply a packet cake/muffin mix that the Educators can make with the Children or a pre-made cake that is in the original packaging with the ingredients listed. The cake that will be eaten by the children cannot be the same cake that the birthday child blows the candles out on. The birthday child may blow candles out on a separate cake or cupcake. This is to prevent the spread of germs from the blowing out of candles.

We will provide candles and the Children and Educators will sing Happy Birthday and have a small party for your Child.

## **26. PERSONAL BELONGINGS**

All personal items brought into the Centre must be clearly labelled. We prefer if Children do not bring their own toys to the Centre. The Centre will not be held responsible for them, although every care will be taken. They may also be taken from the Child for the duration of the day, as the toy may result in conflict amongst the Children.

## **27. WHAT IS NEEDED**

### **EVERY DAY:**

A piece of fruit for our fruit bowl

Two spare sets of clothes in your Child's bag each day (if toilet training more -than this may be necessary)

Enough disposable nappies for the day (usually 4 nappies)

Empty labelled bottle and Formula tin (with instructions of required measurements)

Dummy or comforters (Fully Labelled)

A water bottle (to be taken home every day, washed and refilled for the next day.

A hat to keep at the Centre - which is clearly labelled

*We take this opportunity to thank you for choosing Creative Learning and Play for the care of your Children. Our Educators look forward to getting to know you and your Children during your long and happy stay at Creative Learning and Play.*

**Please feel free to read through our Policy & Procedure files for additional information**

