



Parent Information Handbook

Welcome to **Kids World Childcare**

We are pleased to be able to provide you with this information package to assist in your child's early learning days at **Kids World Childcare** Centre.

Kids World Childcare is a Childcare Centre fully licensed by the Department of Community Services (DOCS) in providing long day care for 28 children per day including 4 babies.

Kids World Childcare - Hours of Operation:

The Centre is open from **6.30am** to **6.00pm** Monday to Friday, 52 weeks per year and is only closed on annual Public Holidays.

Kids World Childcare – Philosophy:

Our Philosophy is based on the beliefs that:

1. Our role is to support and compliment each family's role in the care and education of their children.
2. Children learn best when they are given opportunities to participate in educational programs that are challenging, fun and responsive to their physical, social, emotional and intellectual needs.
3. Each child and family is unique, and that individual rights and needs, and cultural diversity should be acknowledged, valued, respected and catered for and reflected through the program.
4. An effective program should support the growth and learning of children in all areas of development and through experiences covering all curriculum areas.
5. We need to act as advocates for professionalism and quality within the childcare industry and on behalf of children and families.

At Kids World Childcare we imply the following philosophies to try to achieve our objective goals:

Kids World Childcare - believe for children:

- That every child is a unique member of the **Kids World Childcare** family.
- For each child to develop positive feelings of self-worth and personal identity.
- For children to deal positively and effectively with conflicts using socially acceptable behaviour.
- For the children to be actively involved in the processes of exploration, creation, expression, communication and movement.
- That each child deserves a safe, beautiful and clean environment to develop their learning.
- Every child has the opportunity to enhance all their strengths and also the chance to develop their needs.
- That we will promote anti-bias, inclusive and multicultural diversity within our **Kids World Childcare** family and the wider community.
- That each child will develop at their own pace and that they will be encouraged to reach their full potential.

Kids World Childcare - believe for the Parents and Guardians:

- That each family member is valued and encouraged to stimulate their child's learning in partnership with **Kids World Childcare** staff.
- Parents and guardians will respect all diverse backgrounds and cultural beliefs of each family.
- That communication is a paramount consideration with all the day-to-day programming and events.
- For parents/guardians to have regular informal and formal opportunities to communicate with staff and management about the program and their child's/family needs.

Kids World Childcare - believe for the Staff:

- That each staff member has the opportunity to express his or her strengths.
- To role model and promote appropriate health, hygiene and safety practices across all developmental areas
- To provide a balanced educational program covering all curriculum areas.
- To provide the children with nutritious meals and adequate periods of rest.
- Each staff member is provided with opportunities to develop and enhance all their skills and abilities.
- To welcome, support and work co-operatively with parents.
- Those diverse cultural backgrounds of all staff are respected and valued.
- To communicate and work effectively as a team.
- Staff can be seen to be educators and supporters of the parents/guardians.
- To provide on-going education and development of staff.

Kids World Childcare - believe for the Centre:

- To be a healthy, safe and secure place for all children.
- To meet the individual development needs of all children.
- To foster positive self-attitudes for all people involved in **Kids World Childcare** i.e. children, staff, parents/guardians, etc.
- To achieve/maintain highest standards of care as prescribed by the National Childcare Accreditation Council.
- To support the training of early childhood staff, by accepting students on practicum placement from TAFE and universities.
- We will encourage and provide opportunities for members of our community to visit **Kids World Childcare** to enrich each family's knowledge of services available to them.
- For **Kids World Childcare** staff to respect and accept individual differences and promote Equal Opportunity Principles.

Kids World Childcare - Grouping of Children:

Kids World Childcare offers long day care for up to 28 children per day between the ages of 0 - 6 years. We are also licensed to provide **before and after school** care and **vacation care**.

0 - 2 years up to 8 places

2 - 6 years up to 20 places

The number of children in each age group is dependent on the demand within the community. However, there will only be a maximum of 28 children in the Centre per day.

Kids World Childcare - Staff within the Centre:

Kids World Childcare Centre maintains regular staff, which work on various rosters to enable the centre to operate efficiently and to maintain the consistency of care for your child. We also have casual staff, which replace the regular staff for sickness, holidays, training, etc.

Every staff member has the opportunity to attend any in-service courses that are available - this allows the staff to keep up-to-date with ideas and changes within the Childcare industry.

Kids World Childcare - Enrolment:

Your child will be officially enrolled at **Kids World Childcare** when the following has been done / received:

- A completed enrolment form,
- A copy of the child's immunisation record,
- Parents are to pay 1 weeks full fees before the child is left in our care
- Parents are reminded to contact Centrelink so that their childcare benefit can be organised.
- We have been provided with you and your child/children's Centrelink Customer Reference Numbers (CRN'S)

The enrolment form is essential for the information it gives the **Kids World Childcare** staff members so they have knowledge of what your child likes/dislikes and how to contact you, or a nominated person if required in an emergency. If at any time this information changes, please ensure you notify the Centre for the benefit of you and your child.

Kids World Childcare - children MUST be signed in and out of the Centre:

In cases of emergency, we need to be sure who is in the centre. Please also inform staff if:

- Someone different is collecting your child.
- Your child is distressed or worried by anything or has been sick recently - it will help us to understand any changes in behaviour.
- Your child is not going to be attending the centre on their 'booked' day due to holidays, sick, etc.
- Custody / access arrangements have changed.
- Your address, phone number, or email address have changed.

Childcare Benefit (CCB):

Childcare Benefit (CCB) is available from the Family Assistance Office (FAO) to assist families in meeting the cost of childcare. Application forms are available from Centrelink, or you can simply call the Family Assistance Office on 136 150 and organise the service over the phone.

The Family Assistance Office (FAO) advises the centre of your 'Childcare entitlement percentage' and we deduct this from your weekly fees and you will then only need to pay the "gap". Please ask staff to determine any changes in fees for you, as there is a formula that we use to determine your individual fees.

Kids World Childcare - Fees:

Fees for care at **Kids World Childcare** may be paid via direct debit (please ask director for bank account details if this is the payment method you choose) or fees can be paid directly to the office via means of Eftpos. Fees will then be processed and a receipt printed for you.

Kids World Childcare - daily fees are as follows:

- **LONG DAY CARE 6.30am – 6.00pm** **\$88 per child, per day**
- **BEFORE AND AFTER SCHOOL** **\$15 per child, per day**

- **VACATION CARE** **\$88 per child, per day**
- **CASUAL DAYS (for permanent children)** **\$88 per child, per day**

Please note that CASUAL DAYS are only available if there are VACANT SPOTS ON THAT DAY.

ALL FEES ARE TO BE PAID ON THE FIRST DAY OF ATTENDANCE AND KEPT 1 WEEKS IN ADVANCE AT ALL TIMES.

On Public Holidays, fees are charged at the normal rate. (We all get public holiday pay)

For absences due to illness and holidays fees are charged at the normal rate - please call and notify the centre when you child is sick. Depending on the illness, as to the need to notify other parents in the centre.

Kids World Childcare - What to Bring:

***** Please note that we supply Nappies and Sheets for rest time *****

At **Kids World Childcare** we kindly ask that you supply the following each day your child attends the centre:

- A packed healthy lunch – this is also training for when they attend “big” school and parents need to provide healthy lunches.
- A piece of fruit for morning tea
- A healthy 'snack' for afternoon tea
- A drink bottle with water only
- A wide brim hat - even in winter
- A change of clothes (for all ages - several changes if toilet training)
- Bottles - please pack bottles with required water only plus a separate container with formula or formula tin.
- Dummy or comfort toy (if required)

All articles of clothing and personal belongings are to be clearly labeled with your child's full name. **Please do not allow your child to bring toys to the centre.** We cannot be responsible for them if they are lost or broken.

Kids World Childcare – Morning Tea, Lunch and Afternoon Tea:

Lunch – We ask for this to be provided by the parent / guardian. This is due to the multi-cultural mix of our children and their religious and individual dietary requirements. Packed lunches must contain healthy food; such as yoghurts, savory biscuits, fruit, etc. We ask that you **do not** pack chips, lollies, chocolate, etc.

Morning Tea – we ask that you provide your child with a piece of fruit each day they attend the centre.

Afternoon Tea – we ask that you pack a healthy snack for afternoon tea

It doesn't hurt to pack a little bit extra food as your child may get hungry

Kids World Childcare - Settling In:

Settling your child into the centre is as individual as is your child. Parents are encouraged to stay as long as necessary initially. Your child may have periods of distress, even after being in the centre for a while - **this is normal!** Sometimes it may be better to separate from your child quickly in the morning and return earlier in the afternoon to spend time at the centre - it all depends on you and your child's needs. Please make sure that the staff are aware that your child is in the room before leaving the centre.

Kids World Childcare - Medication:

Written permission and direction from the parent / guardian must be given to the staff before we can administer medication of any type. Medications must be clearly labeled in their original bottle or container, and then stored in the medication box - in the kitchen. A medication slip must be completed - available from a staff member - and given back to a staff member. Medications must not be left in a child's bag. Medications will only be given according to manufacturers' instructions or prescription label.

Kids World Childcare - Sickness:

Children must not attend Kids World Childcare if they are sick. Other arrangements must be made for a sick child - we try to avoid infections being passed from one child to another if we can. Parents/guardians will be notified if their child shows any signs

and symptoms of being unwell whilst at the centre. It is then expected that the child will be collected as soon as possible.

Kids World Childcare - Clothing:

Please ensure your child wears suitable clothing for indoor and outdoor play each day they attend the centre. This means a jacket or jumper is required when the weather is cooler. We ask that children wear clothes that have sleeves - no 'spaghetti straps' or clothes without sleeves - this is to protect the children's skin from the sun's harmful rays. A hat must be bought each day your child attends - regardless of the season. Remember that 'messy' play is part of your children's day here at **Kids World Childcare**.

Please ensure that you dress your children in clothes appropriate for craft activities, climbing, and other such play. The Centre provides paint shirts but occasionally the paint, glue, etc. will get onto their clothing and quite often (regardless of following the washing instructions on the container) it will mark the material.

If, and when, your child is toilet training or independently going to the toilet, please send appropriate clothing to encourage the child's independence. This means to avoid overalls, buckles, hard press-studs, long dresses, etc.

Kids World Childcare - Incursion activities:

Incursion: Activities are similar to what is offered to older children as "excursion" activities except that the activities are held on the premises.

Incursion activities are a regular event within **Kids World Childcare** and range in things from animal encounters, cultural encounters, emergency services (police, fire, ambulance) encounters, musical educational activities plus much more. If your child is enrolled on a day other than that of the incursion, your child is welcome to attend the activity! A fee per incursion will be charged at the time of the event. The frequency of incursions may increase due to the children's educational needs and interests. Parents will be notified of upcoming incursions via notices, newsletters and email.

Kids World Childcare – Centre Policies:

A copy of the **Kids World Childcare Centre Policy Manual** is available for all parents/guardians to read. We welcome parents input at all times for any of our

current policies. Reviews of these policies will be done annually and more regularly if required.

Kids World Childcare – Parents:

Parents / guardians and grandparents are always welcome in the centre.

We would like you to become involved with the centre - helping out staff, reading stories, organising a special craft, etc. We always welcome another pair of hands.

Kids World Childcare – Emergency and Fire Evacuation:

Emergency and evacuation procedures are practiced regularly and will be discussed with your child. Evacuation charts are displayed around the centre, particularly at the exits. Parents/guardians should familiarise themselves with these procedures also.

Kids World Childcare – Grievances and Complaints:

Whilst the management and staff of **Kids World Childcare** like to feel that the childcare provided at the centre is always meeting the parent's and child's expectations and needs, there may be a time when you are unhappy with some aspect of the service. If this situation does occur, please bring it up with the staff member concerned, a staff member you feel comfortable with, and / or the Director.

“Together we can work towards a mutually satisfactory resolution.”

Kids World Childcare – Suggestions:

Any suggestions or ideas that parents/guardians may have are always welcome. Please speak to the staff about your ideas or suggestions, or alternatively you may write them down and email them through to info@kidsworldchildcare.com.au

Kids World Childcare – Governing Bodies:

Department of Community Services (DOCS) is the licensing body of all Childcare Centre's. Phone (02) 722 112

Community Services Commission - Phone 1800 060 409

Early Childhood Education and Care Department of Education and Training

PO Box 15033 CITY EAST QLD 4002

Website:

www.earlychildhood.qld.gov.au

Email:

ecec@det.qld.gov.au

Phone:

Early Childhood information service:

13 QGOV (13 7468)

We hope that all the above information that has been provided for you has been of value to you. Our aim is to assist you and your family whilst settling your children into Kids World Childcare Chermside

We would like to take this opportunity to welcome you, your family and of course your child(ren) to our family at **Kids World Childcare** and look forward to a long and stimulating relationship.

Thank you.