



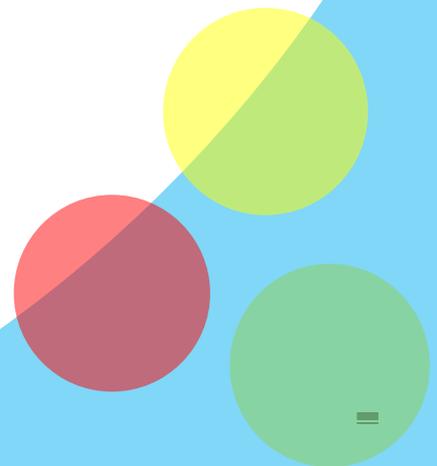
ISLE OF CAPRI
EARLY LEARNING CENTRE

Developing a love for learning!

Parent Handbook

An activity of Newlife Uniting Church Robina

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Surfers Paradise, Qld 4217
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Ph: 5504 6366
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Welcome to our community!

Our Centre based Education and Care Service is owned and operated by **Newlife Uniting Church, Robina**. We endeavour to provide standards of excellence in the care and developmental education of children. We offer you and your child the very best in facilities, educators and programming. Our hope is that through the quality care of children, we can also encourage, assist and support the entire family.

In conjunction with the Governance of **Newlife Robina** and the Executive Committee, **Isle of Capri Early Learning Centre** operates under policies and procedures constructed in consultation with our families, the local community and key stakeholders. We adhere to National Child Care legislation and National Quality Standards.

Our Commitment

We are committed to providing the highest quality family orientated early education and care by nurturing children in an environment of where a love of learning is created through open-ended, diverse and enticing environments.

Isle of Capri Early Learning Centre will have the autonomy to develop an inclusive program that meets the individual developmental needs of all children, the needs of all families and the needs of local community. We will strive for continuous improvement and excellent standards by working as a team, communicating openly and undertaking ongoing professional development.

Our direct link to Newlife Uniting Church provides practical assistance which includes the referral of families to the Community Services arm of the church, Newlife Care. Newlife Care can provide low cost and Medicare funded counselling, crisis intervention, emergency food aid and a variety of other services. As we are a Governed by Newlife Robina Church, the Centre will operate on the delivery of subtle Christian values within our daily experiences.

This handbook will provide you with important information you need to know about our service to ensure the best possible start to your child's care and education. It's yours to keep, so you can regularly refer to it during your time with us. Below is useful and important information about our Centre. Please keep it safe. You may like to save our phone number in your mobile, just in case you ever need us.

What We Provide

Our Centre provides the following services:

- Nappies and Wipes
- Morning Tea
- Lunch
- Afternoon Tea
- Sunscreen/Insect repellent
- Kindy Hub

This Centre holds a Service Approval in accordance with the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011. The Service Approval is in a folder in our Parent Library and is available for your convenience.

The centre must comply and operate in accordance with the legislative requirements of the National Law and National Regulations, including the requirements about activities, experiences and programs, numbers of staff members and children and staff member qualifications.

The Office for Early Childhood Education and Care information service contact number is 07 5656 6677 Robina office.

On behalf of the Newlife Uniting Church, Robina, we would like to welcome you to our wonderful Centre.

Kind Regards,

Caitlin Warren

Service Manager – Isle of Capri Early Learning Centre.

Amiee Atkinson

Amiee Atkinson

Assistant Service Manager/Administrator - Isle of Capri Early Learning Centre.

Melissa Foster

Melissa Foster

Compliance Leader

Our Ethos

Isle of Capri Early Learning Centre upholds a mission statement, based on gentle Christian values, along with nine core growth pillars, which assert our values and beliefs. The nine pillars provide an all-encompassing perspective of our unique service.

Growth Pillars -

- Governance
- Learning/Curriculum
- Educators (practitioners)
- Little people (children)
- Communication/language
- Family
- Community
- Environment
- Relationships

Our Story –

Our primary Service is to support little people to be the very best they can be. Our goal is to offer environments where all our stakeholders feel a sense of ease, comfort and have a trusting knowledge in the professionalism and the capabilities of all staff.

Governance –

We uphold processes that are clearly and concisely written. Guided by legislation, Service policy, procedure and practice.

We uphold a thorough and *attentive to detail* enrolment process.

We advocate for the professional development and conduct of our Educators; guided by the *United Nations Rights of the Child Charter and the Early Childhood Australia Code of Ethics*.

Our professional integrity and conduct is modelled throughout leadership and management.

Learning/Curriculum –

We believe learning is a lifelong process.

We believe learning is a social and shared process.

We believed that little people benefit from a range of teaching and learning strategies.

We believe learning experiences must be meaningful and purposeful.

We believe each child brings their unique background and breadth of experience to their learning.

Educators/Practitioner's –

We are absolutely committed to the ongoing development of a highly and diversely qualified educational practitioners team who each possess detailed knowledge about young children.

Our educational practitioners are guided in a purposeful manner by our Educational Leader, mentors and colleagues in the design and delivery of the learning program.

Qualities valued and upheld by the team at **IOCELC** include –

- Fairness
- Inclusivity
- Compassion
- Innovation
- Integrity
- Honesty
- Passion
- Reflection

Little People/ (our children) –

We believe in our *Little People*, support them as unique individuals, who all have a natural ability to think, wonder, create, reason, and imagine.

We believe in *Little People* and support them to be capable and competent beings.

We believe *Little People* must learn at their **own pace**.

We believe that *Little People* MUST feel safe, secure, responsible, respected and supported in their discoveries of life.

Communication –

We believe effective communication is fundamental to our work.

We believe respectful and appropriate communication with our Little People is of particular importance.

We believe frequent communication is integral to community.

Families –

We value the important role that family plays in the life of each child.

We value the diversity present within our community.

We respect the intricate and detailed knowledge that families have of their children.

We welcome and value involvement and presence.

Relationships –

We believe that healthy relationships are fundamental to the well-being of all stakeholders.

We believe the relationships built with each child is critical to **who we are, what we do.**

Environments –

Contemporary theories and research recognise and value the environment as a *third teacher*. Behind educators and families, physical spaces hold the potential to influence what and how children learn.

We believe environments must be inclusive of all children.

We advocate that every child **has** the right at all times to feel safe and secure.

Community –

We believe and advocate for the subtle philosophies of Christianity.

We believe there are positive outcomes for children and families when a strong, accepting and diverse community is present.

IOCELC is connected to a wider community.

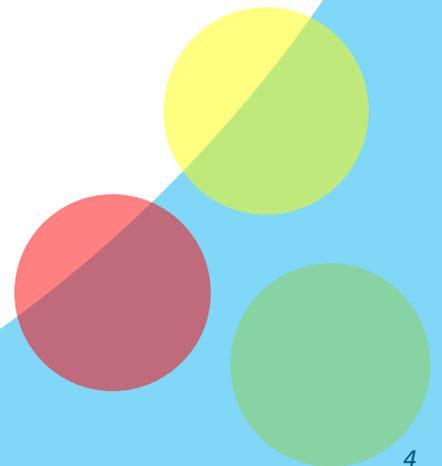
We utilise agencies and mentors of our local community as a resource.

In conclusion.

We believe in the unique and special time of Early Childhood.

We value the opportunity we have to be a positive influence on *Little People's* wellbeing, development and education.

We continue to strive for excellence and be a Service of the highest integrity and quality.



Our Practices, Policies and Procedures

Our policies and procedures are developed to guide and protect everyone who takes an active interest in our centre. Policies and procedures are regularly reviewed in consultation with our educators, families, community stakeholders. Best practice is always applied and strengthened by service individuality. This is reflected in the day to day operations of our service. We promote non-bias and cultural awareness to enhance children's understanding of cultural and individual differences and similarities to encourage a positive self-esteem.

Open Door Policy

At Isle of Capri we have an Open-Door Policy and welcome family and community members to visit the centre at any time. We encourage parents, guardians and the wider community to participate in and enrich the children's experiences by sharing their expertise and talents. Please contact the Service Manager if you are able to contribute to the children's learning experience in any way or if you would like to spend some time with children during their day.

Minimum Enrolment

At *Isle of Capri Early Learning* we recommend enrolments be a minimum of 2 days per week. Consistency of care is an important element for children attending care and education settings. Often 1 day per weeks leaves a child with a big gap in between their days of attending, sometimes resulting in difficult inclusion 2 days or more per week enables children and their educators to build more intimate, warm, trusting and well supported relationships where both the child and the educator have a strong sense of familiarity. This also supports children building firm social relationships with their peers .

Room Numbers

Isle of Capri Early Learning Centre has 5 rooms, which have been arranged to comply with our Service Approval. The centre is licensed to educate a total of 88 children per day.

<i>Koalas</i>	<i>Entry level 12 months TBA</i>		<i>1:4 ratio</i>
<i>Possums</i>	<i>15months</i>	<i>–</i>	<i>2years</i> <i>1:5 ratio</i>
<i>Wombats</i>	<i>2 years</i>	<i>–</i>	<i>3 years</i> <i>1:5 ratio</i>
<i>Emus</i>	<i>3 years</i>	<i>–</i>	<i>4 years</i> <i>1:11 ratio</i>
<i>Kindy Kangaroos</i>	<i>4 years</i>	<i>–</i>	<i>5 years</i> <i>1:11 ratio</i>

Annual Levy

Throughout the year the children are able to enjoy a series of educational and community based incursions. At the beginning of the year each family is required to made a payment of \$30 per child, per year. This levy will go towards any incursion costs and Kindy Hub fees to ensure no out of pocket costs to families. The levy will be charged automatically to your account at the beginning of each year. On enrolment there will be a one of \$20 administration fee charged to any new enrolments, this will include a hat provided.

Excursions and Incursions

Excursions for the senior children may be held during the year. You will receive a notice with the details outlining the destination, duration, costs, the educational benefits for the children, and a request for parent/guardian permission beforehand.

Throughout the year we will also have a number of incursions from various entertainers and other educational services that cover a range of related subjects. Families will be notified of these prior to them happening.

Educational Programs – Early Years Learning Framework

Educational programs delivered at Isle of Capri Learning Centre will be developed in conjunction with the Early Years Learning Framework, also known as the EYLF. The EYLF is a National Framework specifically for children aged from birth to 5 years which has been recognised as a vital time in a child's life for them to learn and develop as individuals. The EYLF ensure all children receive quality educational play-based programs within the early childhood setting which will be engaging and inclusive each child's future.

Our centre staff will work in partnership with families, who are recognised as a child's most influential educators, to develop learning programs that have been initiated by children's ideas, interests, experiences, strengths and abilities. The Early Years Learning Framework describes childhood as a time of belonging, being and becoming:

Belonging is the basis for living a fulfilling life. Children feel they belong because of the relationships they have with their families, community, culture and place.

Being is about living here and now. Childhood is a special time in life and children need time to just "be" – time to play, try new things and just have fun.

Becoming is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

The EYLF has 5 learning outcomes that are underpinned by quality practices and principles that the educators will use to guide children's learning experiences. The children will be observed, and progress will be documented so that children's learning can be built upon and expanded. Educators will monitor the progress of children by watching, listening to and talking to children.

The 5 learning outcomes are:

1. A strong sense of identity
2. Connection with their world
3. A strong sense of wellbeing
4. Confidence and involvement in their learning
5. Effective communication skills

Each age group implements a developmentally appropriate learning program. The program is prepared by your child's classroom educators and will foster your child's development through individual, small and whole group experiences. Because each educator has an individual pedagogy and teaching style you may notice the program varies from room to room.

The educators in your child's room are always available to discuss the class program and your child's progress including:

- The activities and experiences provided.
 - The service philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved.
 - The goals about knowledge and skills to be developed through activities and experiences.
- Your child's individual progress and development

The program will be available to view electronically, and input is encouraged from all families. Once the Kindy Hub permission is completed by families, an invitation will be emailed to view their child's program. The program is designed to allow families to see what experiences the children have had during their time at the Service.

Kindy Hub

Kindyhub is a digital communication tool, allowing educator's to easily share children's early learning experience.

Our face-to-face communication is undeniably one of the most important aspects of maintaining great relationships between our educators and families. By including Kindyhub we aim to enhance communication and provide our families with a snapshot of their child's day with us.

As a parent, you (and your chosen relatives) will have a secure private login to access a snapshot of what your child does throughout the day via email or the Kindyhub Parent App. This will be sent to you with photos, a daily report from your child's group and the learning outcomes they met.

Kindergarten Program

Our centre offers an approved Queensland Kindergarten Program delivered by a 4 year trained, Bachelor of Early Childhood Education Teacher.

The Kindergarten Program is based on the Queensland Kindergarten Learning Guidelines and has been specifically developed for children in the year prior to commencing the Preparatory year of formal schooling. Children who turn 4 by the 31st of July in the year prior to Prep are eligible to be part of the Kindergarten program.

The Kindergarten program is designed to help children transition into formal schooling by giving them a sound knowledge of early literacy and numeracy concepts as well as developing communication skills which will assist with reading and writing. The play-based Kindergarten program encourages their physical, social, intellectual, language and emotional abilities.

Under the guidance of our qualified early childhood teacher your child will:

- Developing a strong sense of self
- Make friends and learn how to cooperate with other children
- Become more independent and confident in their abilities
- Develop self-discipline
- Use their creativity to express ideas and feelings through art, dance and play
- Identify, explore and solve problems
- Preparation for transitioning to school

Most importantly, Kindergarten will help your child to enjoy learning and be better prepared for school.

If you hold a valid Pension or Health Care card, please provide this to the reception for your Kindy discount.

Children enrolled in our Kindergarten Program who also attend another Kindergarten are only eligible to claim Government Kindergarten Funding at ONE Centre. Parents must inform us if you attend two different Kindergartens in the year prior to school.

Educators

At our centre we employ qualified, caring Educators who attend regular in-service training, to ensure that they continue to comply with all National Laws, Regulations, National Quality Standards, Service Policies and the ethos of the centre. Our Educators are committed to delivering quality early education and care to children by implementing the practices, principles and learning outcomes underpinning the National Quality Framework and Standards.

Lead Educators receive non-contact time each week in order to plan and document their program. Correct educator to child ratios are maintained at all times and a roster showing the names of Educators caring for your child throughout the day is displayed. Educator's names, positions and qualifications are placed on the noticeboard in the reception area of the centre for your information.

Educators hold a valid current Blue card and Educators will be able to perform CPR and will hold a First Aid Certificate.

Students and Volunteers

As a professional Service, we would like to share our knowledge and learning experiences with others and therefore welcome students throughout the year seeking practical work experience. All students and volunteers are supervised and may be from TAFE, Universities, Private Colleges or High Schools and will hold a valid current Blue card.

Fees 2018

Enrolment Fee	\$20 (non-refundable Administration Fee)
Annual Levy Fee	\$30 (non-refundable includes incursions and kindy hub)
Bond	2 weeks of your gap fee

15mth – 4yrs	Session hours	Session total hours	Permanent Booking
Social Session	9.00am-3.00pm	6 hours	\$70.00
Core Session	7.00am-6.00pm	11 hours	\$100.00

Kindergarten Program 4 - 5 yrs	Session hours	Session total hours	Permanent Booking
Kindergarten Session	7.30am-4.30pm	9 hours	\$92.00
Core Session	7.00am-6.00pm	11 hours	\$99.00

Fees are to be paid weekly and can be made by Cash, Eftpos (electronic funds transfer), Debitsuccess (direct debit from nominated account), BPay (details located at the bottom of your weekly statement) or Centrepay (direct debit from Centrelink payments). Cash and Eftpos payments can be made at reception (only authorised Service staff can process these) and a receipt will be provided.

As per current regulatory requirements, all families will be issued with a weekly account at the end of each week showing the next week's fees. It will reflect all care provided, fees charged, CCS reductions and payments made.

Overdue Fees

Fees are to be kept up to date at all times. If fees become overdue by more than 2 weeks and no contact has been made with Centre Administration to arrange payment of the outstanding amount, your child/ren's care will be suspended until the account is paid in full. Unfortunately, if fees remain outstanding and no arrangements are put in place to commence repayments, the Centre will have no option except to cancel the enrolment and potentially commence legal action to recover the outstanding monies.

Fee Increases

Fee increases are scheduled for January and July of each year. Any fee increase will only be implemented when necessary and the dollar amount of each increase to fees will reflect the ongoing rise in the running costs of the service, i.e. electricity, water, staff wages, regulatory changes, annual CPI increases and the ongoing maintenance and improvement of the centre. Fee increases are necessary so that we can continue to provide the high quality care and excellence that families are accustomed to.

Bond

It is the policy of our centre that upon enrolment, the equivalent of two weeks of gap fee is paid by families as a bond. This is held by the service and when notice is given that you no longer require care for your child/ren (and assuming that fee payments are up to date), the bond is then transferred to your general account to pay the final two weeks of care. Should your weekly fees change due to increased days, changes to CCS etc then you will be required to pay the increased amount to reflect 2 weeks fees held as bond.

Holiday Discount Package

We offer 20 percent discount on your gap fee for holiday days for up to four weeks of care per financial year. Written consent is required two weeks in advance to apply the discount on the day/s of your choice and must be recorded and given to Reception.

Child Care Subsidy

The Australian Government provides financial assistance to assist families with the cost of placing their children in child care. In order to claim payments, eligible families must provide Isle of Capri Early Learning Centre with;

- Your Customer Reference Number (issued to you by the Family Assistance Office)
- Your Child's Customer Reference Number (issued to you by the Family Assistance Office)
- Your Date of Birth (CRN Holder)
- Your Child's Date of Birth

Parents may apply for fee relief known as Child Care Subsidy (CCS) through Centrelink. This can be done by

- phoning Centrelink – Family Assistance Office on 136 150
- applying online at www.centrelink.gov.au or
- by attending your local Centrelink office

The amount of CCS paid is based on the family's gross income. There are certain eligibility requirements you must meet to obtain CCS. To learn more about this, information is available at www.familyassist.gov.au

Full fees will apply and must be paid accordingly until you are formally enrolled for these benefits. For further information, please enquire at Reception.

Priority of Access

The demand for childcare sometimes exceeds supply in some locations. For this reason the Commonwealth Government has set Priority of Access guidelines for allocating places to families who have the greatest need for childcare.

There are three levels of priority which childcare services must follow:

- Priority 1: *A child at risk of serious abuse or neglect.*
- Priority 2: *A child of single parent who satisfies or of parents who both satisfy, the work/training/study test under section 14 of the A New Tax System (Family Assistance) Act 1999.*
- Priority 3: *Any other child.*

Please ask at reception with any questions about priority of access.

Additional Bookings

All requests for any additional booking are required to be made in writing to the service via email. When an additional booking is made, and families wish to cancel this, we require 24 hours' notice prior to the commencement of the session to have the additional booking removed. Failure to notify the service 24 hours prior to the session will result in families being charged for the session.

Absences

Initial Absence Days

Please notify the Centre if your child is sick or unable to attend. As with most childcare centres and preschools, absences must be paid for and we do not offer make-up days.

You will receive CCS for the first 42 absence days per child each financial year. These can be for any reason and will not require proof. Absence days can be taken for any reason, including public holidays, provided the absence day is a day where care is usually provided.

These initial absence days must be used before additional absences can be claimed. The initial 42 days of absence cannot be used to enable CCS to be paid for fees charged to reserve a place for a child who has not yet commenced care. Nor can they be used for a child who has already ceased care.

Additional Absence Days

You can also get CCS for additional absence days above the initial 42 days for specific reasons only. There is no limit on these days, but you will be required to provide documentation to support the absence. For all absences beyond the first 42 CCS will only be paid for additional absences if evidence is provided that the absence has occurred under permitted circumstance. Further information about child care fee assistance is available at www.deewr.gov.au

Public Holidays

As with most childcare centres and preschools, public holidays that fall on your usual day of attendance must be paid for and we do not offer make-up days. CCS will not be paid for public holidays if 42 absences have already been used. Additional absences do not include public holidays.

Hours of Operation

The Centre's hours of operation are 7.00am to 6.00pm Monday to Friday. The Service will be closed on Public Holidays and the week between Christmas and New Year.

Service Early Closing Times

There will be 2 occasions during the year where Isle of Capri Early Learning Centre will close its doors approximately 3 hours early. This will be on the day of the Christmas Concert, so that Educators and Children have time to prepare, and again on Christmas Eve.

Booking Changes

If you wish to change your permanent booking pattern, please find the **Amended Booking Form** located in the foyer. All changes to permanent bookings need to be in writing as required by the Child Care Subsidy System (CCSS). **All changes to permanent booking will need to be approved by families online through their MyGov account to continue receiving Child Care Subsidy (CCS).**

All additional bookings require a minimum of 24 hours' notice if cancelling or booking will be charged as normal.

My Family Lounge

Booking and Waitlist management program called QK Enrol. This program will give you access to manage your own account information, where you will have the ability to make bookings requests and allow you to complete and submit an online enrolment form for your child. You can do this and much, much more all within a parent portal called 'My Family Lounge'.

You will also have the flexibility of booking in casual days and report absences for your child straight from your phone with just a few taps by downloading the My Family Lounge APP!

What can I do in My Family Lounge?

- You can easily register your child's details and manage your account information
- You can submit a waitlist request for your child to secure a permanent spot
- Request change of the days your child is currently booked in for when required
- You can easily provide detailed information about your child to our service such as medical information, diet requirements, emergency contact details and more! All this information is simply added into the online enrolment form and submitted to the service

What can I do in My Family Lounge App?

- Book in casual days for your child straight from your phone
- Access an online calendar where you can see live availability within our centre
- Manage bookings for one or more children from a single log in
- Record your child as 'absent' in advance for a permanent session
- Cancel a 'casual day' where the session is no longer required
- a Cancellation Fee will apply if cancelled within a NO REFUND period
- Activate notification Alerts!

Kindyhub

Kindyhub is our Centre's digital communication tool, allowing Educator's to easily share children's early learning experience through the Kindyhub App.

Our face-to-face communication is undeniably one of the most important aspects of maintaining great relationships between our educators and families.

By including Kindyhub we aim to enhance communication and provide our families with a snapshot of their child's day with us.

As a parent, you (and your chosen relatives) will have a secure private login to view what your child does throughout the day via email or the Kindyhub Parent App. You will be able to view photo's, a daily report of experiences, and learning outcomes being experienced and met.

Kiosk

It is a legal requirement that you sign your child in and out of the Service each day and record the time on the attendance record. Sign in Kiosk must also be checked for any absence including sick days, holidays or public holidays.

Signing your Child in and Out of the centre each day is also a Safety requirement. The Sign In/Out Kiosks are the Centre's record of who is in attendance at the centre in the case of an emergency evacuation.

- On arrival take your child to the teacher and say "Goodbye" to your child. The most valuable way you can help your child settle is to adopt a calm, happy and positive approach to child/parent separation.
- On departure let Educators know you are taking your child and be sure to sign out on the Kiosk located in the foyer. (Staff can assist with the use of these).

Children must be accompanied by a parent or authorised responsible adult (i.e. over 18 years of age).

It is also important that Administration staff record any custody orders on enrolment forms to ensure your child's safety. Documentation must be from a court and must be current. Educators will be informed of this information and it will remain confidential.

Late Collection Fee

A late fee of \$1 per minute will be charged per child if they are collected after closing time. It is important that you are able to contact the emergency contact or a relative, friend or neighbour who will be able to collect your child if you are ever unable to do so.

If your child is booking to attend for a Social Session or Kindergarden Program and you arrive or depart outside of these session time you will automatically be charged at the full Core Session rate.

Collection of Children

We will only allow parents or persons stated in writing on the enrolment form to collect your child/ren from the Centre. Always acknowledge your arrival and departure with one of our team. If you are unable to collect your child from the Centre, please notify us of the name of the person who will be collecting your child. This person must be an authorised person on your child's enrolment form. If you require someone not listed as an 'Emergency Contact' on your child's enrolment form to collect your child, the parent/ guardian must notify the centre of the arrangements and provide details of the person, including full name and their relationship to your child. Photo identification will be required for any persons unknown to the centre staff.

Secure Entrance

At the front entrance you will notice a coded keypad outside which will stop anyone from having access into the centre without a code. (Please see reception if you do not have a code or are experiencing problems with a code.)

When issued a code it is important that you don't give anyone that code unless that person has been authorised for a drop off or pick up by you. This is paramount as it is for the safety and security of the children.

Please don't allow strangers into the centre with your code either without centre staff permission as again, this is in the best interest of the children and their protection.

Communicating with Our Centre

We provide a high level of communication to our families. All correspondence is generally through email and Kindyhub however at times important information and notices may be placed in your child's bag if you are unreachable. Please check your child's bag at the end of each day of attendance visit the Centre to ensure you receive any important information.

Communication books are available in each room to share important messages about your child with your child's teachers.

Parents are actively encouraged to provide feedback. Constructive feedback is an effective tool to improve the quality of care provided by the Centre to our children and families. We aim to address any concerns immediately, with the emphasis being placed on resolving issues in a professional manner.

Withdrawing your Child from the Service

Two weeks written notice is required if you intend to cancel your enrolment and withdraw your child from the service. You will be asked to complete an "Intent to Leave Form" which will be accepted as your written notice. Your child will be expected to attend the Service during this two-week period and your bond will be transferred over to pay for this final two weeks of fees. Any other outstanding fees owing will need to be paid in full prior to your child's last day of attendance. **If 2 weeks prior notice is not given** of your intent to leave the Service and you withdraw your child/ren immediately, you will be required to **pay full fees** for the required two weeks' notice period. The Service is unable to claim any Child Care Benefit (CCB) on your behalf to offset your full daily fees if your child is not in attendance for the final 2 weeks of care. This is referred to as Cessation of Care and is a CCB compliance requirement.

Nutrition – Lunch/Morning Tea/Afternoon Tea

We encourage a nutritious diet that is important for your child's normal growth and development. The centre is equipped with an excellent kitchen and a cook who prepares all meals for the children. This enables all children to enjoy nutritious meals full of variety, interest and healthy options.

It would be appreciated if you could supply your child with a bottle filled with water that will be accessible to them throughout the day.

Our healthy nutritious menu will be emailed to your nomination email address weekly.

Special Dietary Requests/Concerns

Please advise administration staff if your child has allergies or other special dietary requirements.

An Allergy or Medication plan may be necessary and must be completed before starting at the centre.

Formula & breast milk

For children in care, parents should provide the setting with sterilised bottles and teats, as well as premeasured powdered formula, each day. These should be clearly labelled with the date, the baby's name and the amount of water to be mixed with the formula.

Birthdays

Birthdays are special and can be a part of building your child's positive self-image. Please see your child's Educator about sharing a birthday cake in their room with friends. These items should be approved and must be nut free.

Health and Infection Control

We provide and maintain a healthy environment to help safeguard children and educators from infectious diseases and illnesses. We urge immunisations to be kept up to date in accordance with the National Immunisation Schedule. Please do not send your child to the Centre if they are unwell, especially if they are suffering from a temperature of 38 or above. If your child is showing signs of an illness or infectious disease whilst at the Centre, we will contact you **immediately** and your child will be required to be collected from the Centre. We often require a Doctor's clearance letter to state that they are no longer infectious and are well enough to attend before they can be re-admitted into our care.

If your child is suspected of or has been confirmed to have an infectious disease, please notify the centre so that the appropriate arrangements can be made to ensure the safety and wellbeing of all educators and children.

Children will **NOT** be able to attend the Centre if they present with any early childhood disease that require an exclusion period. A list of excludes infectious diseases can be found at <https://www.nhmrc.gov.au> or a copy can be found in the centres foyer.

Children who become ill during the day will be required to go home. Working parents need to ensure that they have a relative or friend who can be available for emergency care for times when a child is ill and unable to attend the Service.

Medical Information required on Enrolment

The Service Enrolment form provides an opportunity for parents to help the service effectively meet their child's individual health needs. Enrolment forms will be reviewed prior to the child commencing at the service to identify whether a child has a diagnosed health care need, allergy or relevant medical condition.

The following information must be recorded on enrolment:

- Name, address and telephone number of the child's register practitioner and if available child's Medicare number
- Details of specific healthcare needs including medical condition
- Immunisation status of the child
- Authorisation to administer first aid (Exemption to authorisation anaphylaxis or asthma emergency)
- Details of dietary restrictions
- Details of any allergies, including whether a child has been diagnosed as at risk of anaphylaxis
- If applicable a *Medical Management Plan* prepared by the child's doctor with respect to the specific medical condition. The plan will include:
 - A photo of the child
 - State what triggers the allergy or medical condition
 - State what first aid is required
 - Name and contact details of the doctor who developed the plan
 - The date the plan was developed and the date the plan should be reviewed

Parents are required to provide an updated *Medical Management Plan* from the child's register medical practitioner every 12 months.

Medical Conditions

We aim to promote a safe and inclusive environment for all children within our Service. We aim to effectively respond to and manage the specific medical and health needs of individual children including but not limited to asthma, diabetes and anaphylaxis.

Children enrolling/enrolled at the Service with a diagnosed medical condition will not be allowed to attend the Service without a Medical Management Plan (action plan) and their prescribed medication. In particular Epi-Pen, Asthma Inhaler or insulin injection device.

Where children have, a diagnosed Medical Condition a Risk Management and Communication Plan will be developed in consultation with parents prior to enrolment or immediately upon diagnosis. This will allow critically key requirements to be put into practice prior to the child commencing or returning to the service.

Families are required to provide information about their child's health care needs, allergies, medical conditions and medication on enrolment and are responsible for updating the service about any changes, including any new medication, ceasing of medication, or changes to their child's prescription.

Where a child has been diagnosed at risk of anaphylaxis, a notice stating the anaphylaxis risk and the nature of the allergen will be displayed in a prominent position within the entrance foyer.

Immunisation

Vaccine-preventable conditions can spread rapidly and can have a potentially devastating consequence, especially in an early childhood care setting where children are in close contact

Immunisation is a proven and effective way of preventing people against harmful diseases before they come into contact with them in the community. Immunisation not only protects individuals, but also others in the community, by reducing the spread of disease.

The Queensland Government has amended the Public Health Act 2005 to give approved early childhood education and care services the power to exercise discretion regarding enrolment and attendance of children who are not up to date with their immunisations.

The Queensland law is discretionary, not mandatory.

These changes will help to:

- Better protect young and vulnerable people from vaccine-preventable diseases
- Give services the option to refuse, cancel or place a condition on enrolment or attendance of children whose immunisation status is not up to date, and
- Legally protect services that make decisions about a child's enrolment or attendance based on the child's immunisation status.

The Australian Government amended *A New Tax System* (family assistance) to ensure children fully meet immunisation requirements to receive payments of child care benefit and child care rebate. These changes are commonly known as the Australian Governments No Jab, No Pay law.

These laws are mutually exclusive. A service can choose to accept an enrolment of a child who is not up to date with their vaccinations. Family assistance payments will be impacted under the proposed Australian Governments No Jab No Pay measures. This means families with non-immunised children will not receive any government benefits.

As Queensland's vaccination legislation is discretionary. Services may choose to accept enrolments or attendance of children whose immunisation status is not up to date or is unknown. Children whose immunisation status is unknown will be considered as not vaccinated.

Overseas Immunisation Records

Overseas immunisation records are not sufficient evidence of children's immunisation statuses as they often differ from the schedule recommended in Australia. Families can have their child's overseas immunisation record assessed and transcribed onto the Australian Immunisation Register by visiting an immunisation provider (e.g. GP). The provider will complete an Immunisation history form.

Injuries

Our Centre is committed to ensuring a safe and healthy environment for all children in our care. Any child related incidents that may occur at the Centre are recorded on an "Incident Report Form". If your child has been injured during the day, upon collection of your child you will be required to sign the Incident Report Form indicating that you have been made aware of the incident, you may also be given a courtesy call to advise you of the incident and only if necessary, asked to collect your child.

If you cannot be contacted and your child requires medical attention, we will take the necessary required steps such as contacting the person identified as your emergency contact or calling an ambulance. Please ensure you have provided us with up to date and correct emergency contact details for your child. Any medical expenses incurred will be the Parent's / Guardian's responsibility.

Nut Free Centre

We are a nut free centre. No nuts or nut products are allowed as we have children attending with severe nut allergies.

Sun Safety

We are committed to ensuring all children are protected from the harmful effects of the sun by modelling and promoting sun safe behaviour and ensuring age appropriate sun safety education is provided to all children. Educators will ensure that sunscreen is appropriately applied to each child and that they have a suitable hat before going outside. As part of the services ensuring sun safety, on enrolment all children will be provided with a suitable hat that covers the face, neck and ears. If this hat goes missing you can purchase a replacement for \$10.

To make certain your child is suitably protected from the sun, Parents and Guardians are required to ensure:

- Your child has their centre hat everyday they attendance.
- You child arrives at the Centre dressed in comfortable, sun protective clothing.
- If your child has known allergies to sunscreen, a safe and suitable sunscreen is provided for use by your child.

Soiled Clothing

Any clothing soiled by bodily fluids will be placed in a plastic bag inside a named and sealed container by an educator. Parents will be notified, indicating the need to collect soiled clothing from the bathroom (Soiled Clothing Shelf).

Rest Period

One of our regulations is that there must be time each day that is set aside for rest. This is offered each afternoon after lunch where children are able to sleep, rest comfortably or do some quiet activities.

In the prevention of SIDS we have a no doona policy. Children must have sheets or blanket or both but strictly no Doonas/comforters are permitted.

Plastic Bags (This includes clip-lock bags and cling film)

Plastic bags will always be stored in an area out of reach of children and will only be used for the disposal of nappies and the storage of soiled clothing as mentioned above. In the interests of safety for all young children, it would be appreciated if you would not send food or clothing to the Service in a plastic bag, clip-lock bags or cling film.

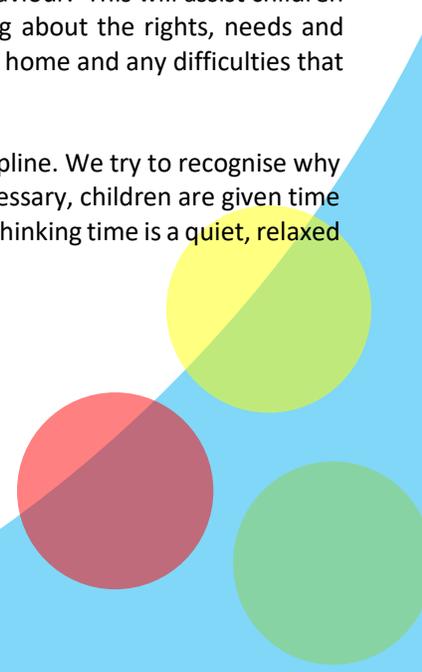
Positive Behaviour Guidance

Positive behaviour guidance is modelled to children to encourage desirable and acceptable behaviour. This will assist children to make judgements and choices about their own behaviour and help foster an understanding about the rights, needs and feelings of others. Educators will discuss with families our behaviour guidance strategies used at home and any difficulties that occur at the Service.

It is the policy of this Centre to focus on encouragement and positive guidance, rather than discipline. We try to recognise why a child behaves in a certain way and encourage more acceptable forms of behaviour. When necessary, children are given time away from the situation to reflect on their behaviour and consider more appropriate responses. Thinking time is a quiet, relaxed neutral break. At no time will a child be physically disciplined.

What to Bring Each Day

***Please clearly name all items that are brought into the centre.**

1. One medium sized school bag or backpack
 2. Water bottle – bottles for milk, formula or breast if required (no glass/cans/cordial).
 3. Spare clothes – several changes
 4. Comforters, eg. Dummies or favourite soft toy
 5. A cot sized sheet set in drawstring bag or a pillowcase with a loop attached for hanging.
 6. A light blanket may be necessary in cooler weather
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Collection and use of information

Isle of Capri Early Learning Centre collects and holds personal information about families, children, staff, educators, students and volunteers. The Primary purpose for collecting personal information is to provide early childhood education and care services complying with our legal obligations.

Isle of Capri Early Learning Centre will only use personal information for the purpose it was collected.

Please refer to our service ***Privacy and Confidentiality Policy*** for further information on how the service collects, discloses, stores and disposes of individuals personal information

Regulatory Contact Information

Australian Children's Education and Care Quality Authority (ACECQA)

ACECQA is the National statutory authority that oversees the implementation of the Education and Care services National Law and the Education and Care Services National Regulations. ACECQA also oversee the implementation of the National Quality Framework, National Quality Standards and monitor the Assessment and Rating process in Early Education and Care Services throughout Australia. Information on ACECQA can be found online at <http://www.acecqa.gov.au>.

Office for Early Childhood Education & Care (OECEC)

The Office for Early Childhood Education & Care is Queensland's state regulatory authority that ensures all Early Education and Care Services meet National Legislative requirements.

This Service holds a Service Approval in accordance with the Education and Care Services National Law 2010 and the Education and Care Services National Regulations 2011. The Service Approval is displayed in the foyer. The Department can be contacted via the Office for Early Childhood Education & Care Information Service on: 07 56566688.

Service Details

Isle of Capri Early Learning Centre

Approved Provider

Isle of Capri Early Learning Centre

Approved Provider: Uniting Church in Australia Property Trust Queensland

4 Greenwich Court

Robina QLD 4226

Ph: 5578 9322

In the event of an issue or complaint relating to the Isle of Capri Early Learning Centre, please contact either:

Cait Warren | Service Manager

Isle of Capri Early Learning Centre

5504 6366

director@ioclearning.com

Amiee Atkinson | Assistant Service Manager/Administration Officer

Isle of Capri Early Learning Centre

5504 6366

office@ioclearning.com

Melissa Foster | Compliance Officer

Isle of Capri Early Learning Centre

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