

# HUNNY POTS

## EARLY LEARNING CENTRE PTY LTD



## PARENT INFORMATION

### HANDBOOK

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## ABOUT HUNNY POTS EARLY LEARNING CENTRE

Hunny Pots Early Learning Centre is a 59 place private and family owned early learning centre which aims to provide the highest quality of care and education for children 12 weeks to school age. We warmly welcome you and your family to our service and hope your time with us will be enjoyable and fulfilling.

Hunny Pots Early Learning Centre has the vision to provide a happy, fun, home-like environment that demonstrates children's work proudly. We look forward to building relationships with the children and families to create a partnership.

**CARE** We believe that through caring for children they feel safe and secure. It allows them to grow and develop with confidence.

**EDUCATE** We are more than a child minding service. Hunny Pots is an educational facility that believes that children learn through play. All our activities and resources provide the children with a learning element. Each age group has milestones and stages to achieve.

**PLAY** We believe that through play the children can have fun, build skills and their self esteem. We want children to look forward to coming to Hunny Pots, eager to see what each day provides!

## HOURS OF OPERATION

Hunny Pots Early Learning Centre is open from 7am to 6pm Monday to Friday for 50 weeks of the year.

The centre will be closed for 2 weeks over the Christmas / New Year period. *No fees charged during this period.*

## OUR PHILOSOPHY

The Hunny Pots philosophy has a strong focus on respecting and valuing each child as individuals with unique abilities, strengths, needs, learning styles and family backgrounds.

We aim to provide a high quality professional service that fosters security and care by creating an environment that is warm and home like. Families are encouraged to collaborate with our educators about their child's interests and progress. We aim to provide a trustful relationship with parents and the community to work as a team.

Educators believe in providing a warm and friendly environment with cuddles and comfort to assist in allowing each child to feel safe and secure.

We acknowledge and respect that each child, family and staff member brings to the centre a different set of experiences. Therefore our educators work in partnership with parents in the care and education of their child. As early childhood educators, we provide experiences for individuals, small and large groups that are linked to children's developing skills and interests.

We believe that parents have valuable information about their child's needs and we are here to help them with their child's journey.

We aim to encourage each child's ability to have a strong sense of identity. For them to grow throughout the time at the centre, having respect for themselves, other children and adults. We will cater to each child's interests to allow them to be confident little people.

We aspire for children to be confident and involved learners. Early childhood educators facilitate flexible and adaptable learning experiences, within an educational curriculum, covering all developmental areas. The experiences planned are designed to enhance children's interest and abilities. The content is based on children's interests, inquiries, curiosity and questioning, promoting discovery and exploration. In house excursions are programmed regularly to promote curiosity and extend upon interests of the children.

We strive for children to have a strong sense of wellbeing. Families are encouraged to be involved in the centre in a variety of ways in the manner they can help. We provide communication on many levels. The parents can have an insight into their child's day through photos, discussion with staff and displays of their work.

We aim for children to be connected with and contribute to their world. We value community involvement and being resourceful to our families. We believe in equality regardless of race, religion, ability, economic status and family structure and therefore promote an anti-bias curriculum. We believe in educating our future generation in sustainable practices that will provide them with life skills of caring for our environment through everyday experiences.

We plan for children to be effective communicators. To have a voice and be treated the way we would like to be treated with respect, opportunities and care.

Hunny Pots believes learning is an exciting adventure and a lifelong process. We endeavour to encourage a child's passion for learning to carry with them throughout their life.

## OUR PROGRAM

All children have an individual developmental program. The curriculum is with the teachers as they add interests, intentional teaching, parent contributions, co construct learning with the children and spontaneous activities. We follow and implement the Early Years Learning framework throughout the centre.

As part of the care and education program, the centre uses Child Portfolios to document evidence of each child's learning and development. Child Portfolios are a collection of observations, evidence of children's work/achievements and anecdotes of your child's experiences while in care. These portfolios are used to plan experiences and make appropriate provisions to meet and extend upon the individual needs and interests of your child.

Child Portfolios are available to parents at all times. Parents are encouraged to view, discuss or comment on at any time with your child's Room Leader. Child Portfolios are private and confidential and are available only to appropriate centre staff and parents. Your child's portfolio will be a gift at the end of every year whilst at Hunny Pots.

Through our curriculum we evaluate our program and provide information to parents about what has happened throughout the day. This allows us to make changes to the existing program and provide extension work, follow up experiences and plan accordingly for the following week. We email our daily diary to inform families of meals (our menu for the day) and any daily happenings.

We encourage feedback about our program to know more about your child's interests and any suggestions you may have. We also ask for written feedback throughout the year so we can evaluate our program and its effectiveness.

## ROOM STRUCTURE

Eeyores Spot - 0 - 2years

Eeyores Spot - 2-3years

Tigger's Place - 3 -4 years

Pooh's Corner - 4 -5 years

Fees will be reviewed throughout each year and may change due to operational needs and/or Government changes.

## HUNNY POTS STAFF

The staff at Hunny Pots Early Learning Centre are a team of caring, dedicated and motivated professionals. We employ staff with a range of qualifications, skills and experience from Certificate III in Children's Services, Diploma in Children's Services, Bachelor of Teaching (Early Childhood) and Bachelor of Education (Early Childhood) as well as qualifications in Senior First Aid, Child Protection, Asthma & Anaphylaxis management, Food Handling and nutrition of young children.

Staff have been employed on the basis of their qualifications, experience, professionalism and personal attributes which enhance the early childhood environment. All of our staff have a keen desire to provide the highest quality education and care.

According to regulations, the staff ratios in our centre are as follows:

0-2 year's	one adult to four children
2-3 years	one adult to five children
3-5 years	one adult to ten children

Our staff are supportive and encouraging, and communicate with the children in a friendly, positive and courteous manner to establish trust and a caring relationship with each child in their care.

Staff are provided with training opportunities throughout their employment to enhance their skills and keep up to date with current knowledge of best practice in early childhood.

To comply with the Child Protection (Prohibited Employment) Act 1998 and the Commission for Children and Young People Act 1998, a Working with Children check is done on all full, part-time and casual employees as well as ongoing visitors who may be working with the children.

## CHILD PROTECTION

Each staff member at Hunny Pots Early Learning Centre is a mandatory child protection reporter. This means that all staff are required by law to report any suspicions of child abuse to the Department of Community services.

For further information please see the Child Protection Guidelines or speak to the Director.

## CHILD CARE SUBSIDY SCHEME

The child care subsidy you receive depends on your income, activity test and the number of children you have in childcare.

All eligible families are able to apply for CCS through the Department of Human Services (DHS) or My Gov. Please phone the DHS on 136150 or view My Gov for further information. You must register with the DHS to receive a Customer Reference Number (CRN). Parents must inform the FAO as their circumstances change to ensure the Subsidy they receive is correct.

Each child is eligible for CCS for a limited number of absences (42 per year). Once a child has been absent for more than 42 Allowable Absences, parents will no longer be entitled to CCS for any additional absences without providing a documented reason.

It is the parent's responsibility to sign their child into and out of care. This is a licensing requirement, as well as a condition for claiming Child Care Subsidy.

Immunisation must be up to date to receive Child Care Subsidy.

Parents/Guardians must confirm their arrangements of care /enrolment notice through My Gov. Any changes to attendance pattern must be confirmed.

Families are required to sign a complying written agreement to confirm arrangements of care with the centre.

For further details :

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

## CONDITIONS OF ENROLMENT

To enroll your child at Hunny Pots Early Learning Centre we require:

- \* A completed enrolment form/consent form
- \* Original Birth certificate (To be copied to verify child's personal information, required under the Education and Care Services National Regulations 2011)
- \* Immunisation status (ACIR immunisation history statement)
- \* Application fee to be paid (\$80) bed sheet included for Eeyores and Tiggers.
- \* A security bond of two weeks FULL fees
- \* Completion of iPay direct debit form

\* Any medical conditions plan and medication to be received BEFORE enrolment e.g.: asthma action plan with ventolin, anaphylaxis action plan with epi pen, allergy action plan with antihistamine.

The security bond is refundable upon your child leaving the centre, provided three weeks written notice is given when withdrawing your child and there are no other fees outstanding. If for any reason three weeks notice has not been given, the security bond will not be refundable.

The security bond is also not refundable should you chose not to start your child after confirmed enrolment eg: paid bond before starting to confirm enrolment.

Bonds must reflect each child's attendance patterns - if you add days throughout the year your bond will need to be updated to reflect this.

\* **Note: Anaphylaxis children:**

All medications required for your child for ongoing purposes e.g.: epi pen for anaphylaxis, antihistamine for allergies and/or ventolin for asthma are required for your child to attend. All medications must be within the expiry date. Any out of date medication must be replaced.

We cannot accept your child in our care without a prescribed epi pen and/or any expired medications.

All medications must be at the service with a current action plan for any allergies, anaphylaxis and asthma.

Families will complete a Risk minimilastion plan with the room leader.

## HUNNY POTS CAR PARK

Our car park is for families who attend Hunny Pots *on the day*.

Please park elsewhere on other days your child *doesn't* attend. We appreciate your cooperation and for the convenience of all Hunny Pots families.

## CHANGE OF DETAILS

Please let the centre know as soon as possible if any details such as address, phone numbers, allergies, and collection authorities etc have changed. These will need to be adjusted on the child's enrolment form and are vital in case of emergency situations.

Please supply management with any updates to your child's immunisation throughout the year/s. It is the family's responsibility to update these important contact details.

## PERSONS TO COLLECT CHILD



A child can only be released into the care of a parent, guardian, or responsible person (when approved by the parent in writing). This will include persons nominated as Authorised to collect on the enrolment form.

Parents must inform staff if anyone other than a parent/ Authorised person will collect their child.

Only the parent of a child can give this permission, messages will not be accepted from any other person.

The person collecting the child must be over the age of 18 years and be able to produce proof of identity.

## **CUSTODY AND ACCESS**

The centre is required to keep a copy of current court orders. It is the parent's responsibilities to notify the Director of any changes to court orders or if any custody/access difficulties arise. Access to children will only be given where the legal guardian has provided written authorisation via the enrolment form.

## **ARRIVAL AND DEPARTURE**

As a legal requirement and for safety regulations and insurance purposes you are asked to sign your child in and out daily. We have electronic sign in/out - families/authorized people for pick up are required to enter in their phone number and their four digit code (that they assign) to sign their child in/out.

Please take your child to their room or to the group and get them settled. Please make sure that a staff member is aware of your child's arrival and departure.

Only people authorised by the child's parents are allowed to collect their child. All authorized people must be over 18 years old. Appropriate identification will be required.

We are licensed from 7am - 6pm.

We are unable to take your child *before* 7am and you must collect your child *before* 6pm.

## **FEES**

At Hunny Pots ELC we have agreed to a direct debit process to enhance our administration time and avoiding overdue accounts. Direct debit saves time, is efficient and reduces late payment charges and awkward conversations about overdue bills. Fees must be paid for every day your child is enrolled, including public holidays and when your child is sick or on holidays. A full daily fee is charged regardless of the number of hours your child attends. Parent Payments will be debited on a fortnightly basis. (Please see iPay documents within your enrolment pack.)



Fees are payable for 50 weeks of the year. Closure and non billing time is over the Christmas / New Year period.

All fees should be up to date by the end of the invoicing period (fortnightly). Should there be a failed Direct Debit transaction there will be a "Failed Transaction" fee applied to your account (Please see Direct Debit Processing document). A second attempt of a Direct Debit transaction will occur the next business day. If a second Direct Debit failure occurs your child's position is in jeopardy.

Ongoing overdue accounts will result in your child's position being terminated.

Families are responsible to update records e.g.: credit card expiry date or if you change bank accounts/credit cards at anytime.

## LATE COLLECTION OF CHILDREN FEE

**It is not acceptable that children are picked up late from the centre.** The centre is able to open for specific periods as per our license from the State Government and approval from the Local Councils. Staff are employed to work those hours and have a right to finish work at the agreed time. Late shift staff delayed from finishing on time may suffer public transport delays etc and may have their own family commitments that need to be met.

**Late fee:** \$20 after 6pm (any period of time 6pm to 6.15pm e.g.: you come at 6.05pm it will be \$20) after 6.15pm it is \$30 from (6.15pm-6.30) and \$2 per minute after 6.30pm. E.g.: if you come at 6.20pm it will be a \$50 late fee.

\*\*\* It is best to have nearby emergency contacts that can help you pick up your child if you are going to be late.

You must leave the centre prior to normal closing time (not arrive at the centre prior to normal closing time). If you are delayed beyond your normal booking you must ring the centre to notify staff so we can organise appropriate staffing to cope with the change. It is your responsibility as a parent to ensure your child is picked up on time. However we understand that a parent may be delayed and unable to be at the centre by closing time through circumstances beyond their control.

## WITHDRAWAL OF YOUR CHILD/REDUCING DAYS

Parents must give at least three weeks *written* notice to the Director before withdrawing their child from Hunny Pots. If the child does not attend the centre during this period, fees are still payable. If the child is withdrawn without notice, three weeks full fees must be paid

regardless. (please see the below section: A child who has not yet received care or who has ceased receiving care)

Parents may reduce their child's days of attendance by giving three weeks' notice to the Director.

No notice period accepted in December and January for withdrawing or reducing days.

### **A child who has not yet received care or who has ceased receiving care**

Below is from the Child Care Handbook Australian Government Department of Education and Training:

Child Care Subsidy will not be paid for absences where a provider charges a family to reserve a place for a child who has not yet physically started care.

If a child is booked in to start at a service on a particular date, and does not start on that day, no Child Care Subsidy will be paid until the child physically attends a session of care.

Similarly, a child care service is taken to have permanently ceased providing care for a child on the day the child last physically attends a session of care. This means that Child Care Subsidy will not be paid for absences submitted after a child last physically attends a session of care.

If a family has confirmed their child's last day at a service, but that child does not attend their last booked sessions of care, no Child Care Subsidy will be paid for any days after the child's last physical attendance at the service.

If a provider continues to charge fees for sessions on days after a child has left the service because the family did not give the agreed period of notice, Child Care Subsidy will not be payable for these sessions of care. If absences are reported in the above circumstances and Child Care Subsidy is incorrectly paid, these amounts will be recovered from the service.

## **ENROLMENTS EACH YEAR**

We ask our existing families what their requirements are at the end of each year (approx August/September). We don't assume each family wants the same care or what their needs

are each year. After submitting your form by the requested time, the director will confirm places in a formal letter for the following year.

Updated bonds are required to secure these positions. Bond will be non refundable upon non commencement of new attendance patterns.

Once a confirmation letter has been received and bonds are updated you are committed to this position for the following year. No reducing days or withdrawing your child after this date, then normal notice period (as above) occurs. Please see confirmation letters for more detailed information.

## WAIT LIST CONDITIONS

In the case of a position not being available on the day and/or room you require care for your child, your child's name will be placed on the internal wait list. We apologise for this inconvenience but will do our best to fulfill your request at the earliest opportunity.

When a position becomes available that matches your required needs, we will contact you and offer you a place. Should at any time you find you no longer need to be on our waiting list, please let us know so that we may move other families into your position.

## ABSENCES

If a child is to be absent, parents are asked to notify the centre by 9am via phone call or email and inform the centre of the estimated length of absence. Please let the centre know if your child is ill with an infectious disease to allow staff to keep an eye out for similar symptoms in other children.

Absences are still to be paid for e.g.: illness, day off, school holidays or family holidays etc.

Public holidays classed an absence if you were child was scheduled to attend that day.

If you wish to take an extended holiday and require your position to be available upon return, you will need to pay for this position throughout the leave time. If you choose to cancel your child's enrolment, we unfortunately cannot guarantee your child's position on your return.

Please see CCS section for information on *Absences*.

## EXCLUSION DUE TO ILLNESS

A child will not be able to attend the Centre for any period of time during which they are suffering from a disease or condition which is contagious through normal social contact.

Children who have had a contagious illness, or an unspecified rash, must produce a doctor's certificate stating the details of the illness, that they are no longer contagious and are fit to return to the Centre.

Please use your own judgment. Your child may not be contagious but if generally feeling unwell, may need to stay at home for rest and some extra cuddles.

Please don't send your child with paracetamol/ibuprofen in their system. This only masks symptoms and will spread infection. They will not be able to attend with Paracetamol/ibuprofen in their system (without a doctors note).

If your child is sent home due to illness eg: temperature, vomiting, diarrhoea it is in our exclusion of illness policy stating that a child is unable to return to the centre within 24hours.

If your child starts a course of antibiotics we have a policy that states that you keep your child home for 24hours (in case of any side effects/reactions). \*\*\* Unless extended from the Department of Health.

## **IMMUNISATION**

All children must have an up to date Immunisation status (ACIR immunisation history statement) upon enrolment.

This must be updated throughout the child's enrolment at Hunny Pots ELC.

It is the family's responsibility to provide this to the centre.

No immunisation record = no enrolment.

When your child has been immunized against childhood illnesses/flu injection they need to stay home for 24 hours. They are unable to attend Hunny Pots (if it is their day to attend) so parents can monitor any side effects.

## **EXCLUSION DUE TO NON IMMUNISATION**

During outbreaks or suspicion of vaccine preventable diseases (E.G Measles) any child who has not been immunised, or has incomplete immunisation records, will be excluded from the centre, even when the child is well. This is to protect the child from contracting the disease. Fees are still payable for exclusion days.

## **MAKE-UP DAYS**

Make up days are available for children who attend four days or less.

We provide make up days for public holidays, where possible. Families that have paid for a public holiday are entitled to a make up day and we ask that you contact us in regards to

organising a make up day. The management team will attempt to place your child in the centre, if there is a vacancy available. School holidays are a good time to have a make up day. Please remember to let the centre know if your child will be on holidays, or if they are sick, as this helps to provide places for children who need make up days.

We will do our best to accommodate make up days and we appreciate your co-operation. We do not provide make up days for illness and/or holidays. Make up days will only be available if fees are up to date.

Make up days must be used within the calendar year. It is the family's responsibility to organise make up days with management.

Please ensure you have the activity hours (CCS) to cover the make up day, otherwise child care subsidy won't be paid.

## **CASUAL BOOKINGS**

Casual days can be requested. If a vacancy is available we can confirm immediately, otherwise we will write the request on the requested day and confirm if possible. The extra days shall be charged at the daily full fee rate (less CCS). The fee for additional days, which are cancelled with at least one day's notice, may be waived at the Director's discretion. Families with outstanding accounts may not book additional days. Extra day bookings can only be secured pending we have a position available.

## **NUTRITION/MEALS**

We have dedicated staff in our kitchen who enjoy cooking child-friendly meals for your children.

We follow the dietary guidelines and provide children with the recommended allowance of nutrition groups each day.

**OUR CENTRE IS AN ALLERGY AWARE SERVICE** - this is to assist children with allergies.

Our menu is located at the front of our kitchen. We cater to dietary requirements, allergies and cultural beliefs. We encourage all children to try our meals, but will cater to a fussy eater. We endeavor to have mealtimes a positive time, rather than a struggle. No child will go hungry.

Breakfast, morning tea, lunch, afternoon tea and a late snack are provided daily by Hunny Pots. All meals are cooked and prepared on the premises by our cook.

Breakfast is served between 7- 7.30am - cereals and toast with milk or water are provided.

Morning tea/afternoon tea - fresh fruit with either crackers, breads, cereals, rice cakes etc. Milk is served with afternoon tea.

Lunch - consists of a wide variety of cooked meals with dessert. Water is provided at lunch. The menu is rotated to provide a variety of meals on all days of the week.

Children under 12 months of age are given freshly mashed and/or pureed vegetables.

A late snack of Lebanese bread with spreads is offered.

For children in Tigger's Place and Pooh's Corner - please bring in a piece of fruit each day. This is for morning and afternoon tea and encourages children to eat a piece of fruit with their meals. Please place fruit in the appropriate baskets in the foyer.

We have children at the service who have allergies - please do not bring in any nut products to the centre.

We have children who have anaphylaxis - we appreciate your cooperation in keeping all children safe.

## BIRTHDAYS

Birthdays are a special time. Parents are welcome to provide a cake to celebrate their child's birthday at Hunny Pots. ***We do recommend cupcakes as they are a more hygienic option.***

Please do not provide a cake with nuts.

We take photos of your child during this celebration and can email them to you. You are also welcome to join the celebration or leave your camera with us for staff to take photos for you.

You are only able to take photos of your child during a birthday celebration.

## SPECIAL EVENTS

We consider that special events which happen during the year provide an excellent learning and socializing opportunity for the children. The program incorporates activities, stories, music and food that acknowledge the many important cultural events celebrated by children attending our centre and in the wider community. The following events are celebrated at the Centre each year:

- Special Person's Day (i.e. Mother's day Father's Day etc)
- Easter
- Christmas
- Cultural events

All events are within our program and parents/family/friends are invited to these special gatherings.

It is a mutual understanding that families will take photos of the class etc.

## PARTNERSHIPS WITH FAMILIES

At our centre we actively encourage parent/ guardian and grandparent involvement. Family involvement is valuable for your child and gives you an opportunity to share in their

experiences, to join in, and observe the things that make up their day. We understand that each family is busy and has outside interests. We respect this and ask for involvement in any way you can.

Some great ways to be involved in the centre are:

- \* Assist in policy reviews, email feedback etc.
- \* To come into the centre and share an interest with the children (read a story, cook a meal, or come for a play)
- \* Read emails, be involved by preparing your child for fun events e.g.: bring in bike/scooter; dress up days, show and tell.
- \* To provide meal suggestions - help our cooks know your child's favourite recipe!
- \* To be involved in our program - inform us of your child's interests - be involved by offering suggestions, bring in resources etc
- \* Provide feedback and suggestions - we always love when parents offer an idea!
- \* Come along to our gatherings throughout the year, we would love to see you there!

## TRANSITIONING FROM ONE ROOM TO THE NEXT

If your child turns 3 years old before the 31<sup>st</sup> July, we will endeavor to move them from Eeyore's room to Tigger's room. This is based on there being a position available - we will do our best to hold positions; however we can only keep a position open for a short period of time.

When children move to the next room they participate in orientation, this is to assist with a smooth transition to their new room. They have the opportunity to become familiar with their new teachers and children in the room. The previous teacher will pass on information and observation records of the child to the next teacher to ensure consistency and continuity. Please have a conversation with the new room teachers to discuss future goals, any concerns and confirm any allergies.

Children are encouraged to be toilet trained before they go into Tigger's Place, as there are no nappy changing facilities in this room. - (please refer to toilet training).

Transitioning from Eeyore's to Tigger's is the only room we transition from mid year. Tigger's placements are for the year.

## TOILET TRAINING

Toddlers who indicate their readiness to train will be encouraged and given the opportunity to progress towards independence. Our team is happy to give you advice and guidance during



this transition time. Our team will work in partnership with you to ensure consistency and continuity for your child.

## WHAT TO BRING EACH DAY

### CLOTHING

SPARE clothes that are appropriate for the season are required in each child's bags. It is also advisable to supply your child with mixed seasonal clothing in the event of weather changes.

We believe in sun protection for the children. This means wearing clothing that will protect their skin - NO SINGLETs, MUSCLE TOPS or STRAP DRESSES allowed during outdoor play.

Children will be involved in messy play at times, therefore clothes should be comfortable and practical and of no consequence if they get dirty.

Spare clothes should also include spare undies, especially for those who are toilet training. Appropriate clothing for children who are toilet training includes elastic waisted (no buttons) pants, skirts or shorts. Overalls and buttons are very difficult for little fingers to undo quickly.

Shoes need to be comfortable and appropriate for children to run and climb in, e.g. No thongs, clogs or other slip on shoes.

### BOTTLES

For children requiring bottles, please bring in *pre-filled* bottles (with formula, breast milk or cows/soy milk) from home. All bottles need to be clearly labeled with the child's name. Please place these bottles in the fridge in the bottle preparation area in Eeyore's Spot. No bottles are required in Tigger's Place or Pooh's Corner as the children use cups. Formula will need to be made-up at home. Expressed breast milk needs to be labeled accordingly.

Breastfeeding is encouraged and supported.

### COMFORTERS

Eeyores Spot only - Please bring in your child's comforter e.g.: dummy in a labeled container to prevent cross contamination.

It is encouraged from 3 years + children don't have comforters in our Tigger's Place or Pooh's Corner (for language development and dental care)

### SUN HAT

As part of our sun care policy, all children must have a hat. This should be labeled clearly with your child's name. Hats need to be kept in children's' lockers.

Hats must be legionnaire style, bucket style or wide brimmed, no baseball caps please. The hat should protect the child's face, neck and ears from the sun's harmful rays. NO HAT NO PLAY.

For more information about sun protection please view the Cancer Council brochures in the foyer.

### SHEETS

Sheets are included in your application fee.

The sheets must be taken home weekly for washing and returned the following week.

We supply cot sheets for our babies in cots and these are washed daily.

Each child is encouraged to rest (please refer Sleep/Rest Policy).

### NAPPIES

Children who wear nappies are required to bring in 5 nappies that are labeled with their name. Please place them in the labeled basket in the nappy change room with a change of clothes. We do have nappies available for \$2 per nappy should you forget. Any unused nappies will be placed in your child's bag at the end of their week.

### DRINK BOTTLE

All children are to bring in a drink bottle to have access to water at all times.

It is recommended to have a drink bottle with a lid as this is a more hygienic option.

Please place the drink bottles into the appropriate room esky and collect each afternoon.

### FRUIT

Children in Pooh's Corner and Tigger's Place are asked to bring in a piece of fruit for morning and afternoon tea. Please place in the appropriate baskets in the foyer.

## LOST PROPERTY

Each room has a lost property basket. We will endeavor to find the owners for all items before placing them in this basket. It is important to write your child's name on all items brought into Hunny Pots to assist with returning them promptly. If an item is misplaced, please notify a staff member.

## SLEEP/REST POLICY

We encourage a rest time for each child during their day at Hunny Pots. This rest time assists children to have a more positive and enjoyable afternoon.

- For babies, sleep will be on demand and in consultation with parents.
- No child will be forced to sleep, but encouraged to relax or rest.
- If a child has not fallen asleep within half an hour (or appropriate time for individual children), they will be provided with a quiet activity.
- Soft relaxation music is played to create a relaxing environment.
- Rest times are recorded daily for parent's information.
- Staff complete a sleep checklist - monitoring children's sleep and safety for children in cots.
- All bed linen is sent home with the child weekly to be washed.
- Cots, beds and sleep procedures will be assessed/reviewed annually in accordance with Australian Standards and current information from recognised Authorities.
- Staff will keep up to date with current SIDS research to help protect children in their care.

## MEDICATION FORMS AND PROCEDURES

If your child requires medication during the day you must complete and sign a medication authorisation form. Please ask a staff member for a form on arrival (located near the sign in/out sheets). This form is to be completed on a daily basis, even if the medication is to be administered for more than one day. All medication must be given to the Room Supervisor for correct storage and not be left in a child's bag.

Medications must be clearly marked with the child's name, the required dosage and when it is to be taken.

ALL medication **MUST** be prescribed - medication will not be given to your child if:

- \* The medication is out of date
- \* It is not prescribed by a doctor (no over the counter medication allowed e.g.: cough mixtures)
- \* It is not prescribed for your child.
- \* No medication will be received that isn't in its correct packaging, must be labeled with child's name and dosage (prescribed)

Medication will only be given in accordance with the directions on the medication itself. Medication must be in its original, named container.

Medication will be administered by two staff members. One will measure and administer the medication; the second staff member witnesses the medication being administered.

We will administer paracetamol for a temperature (over 38oC) with parent consent (two people will speak to parent to confirm) We will contact the parent in the event of a temperature. If the parent requests that the child be given paracetamol, we will do so and complete a medication form to be signed by the parent upon departure.

## **ANAPHYLAXIS/ ALLERGY/ ASTHMA MEDICATION**

All medications required for your child for ongoing purposes e.g.: epi pen for anaphylaxis, antihistamine for allergies and/or ventolin for asthma are required for your child to attend. All medications must be within the expiry date. A prescription label must be on all medication. Any out of date medication must be replaced and brought in before expired medication.

We cannot accept your child in our care without a prescribed epi pen and/or any expired medications.

All medications must be at the service with a current action plan for any allergies, anaphylaxis and asthma.

Families must complete a risk minimization plan with the educators for their child.

## **ACCIDENT FORMS AND PROCEDURES**

At all times your child's safety and comfort is our first priority. We maintain high supervision during indoor and outdoor play. However, there are unfortunate times when children are involved in an accident.

We have a trained first aid officers on the premises at all times. In the case of an accident or injury, appropriate treatment will be applied or sought immediately.

All relevant details will be recorded on an accident form and signed by two staff members. Parents, or the authorised person collecting your child, will be asked to read the accident form and sign it. In the event a child hurts another child, an accident form is also completed to inform parents.

In the event of medical attention being required, it will be sought immediately and the parent will be contacted as soon as possible.

## **PROFESSIONAL RELATIONSHIPS**

We pride ourselves for building and maintaining positive professional relationships with families.

We do not have social media relationships with our existing families - please don't request our educators/staff to follow your profiles etc on social media accounts.

Our educators are not available to babysit or attend birthday parties for existing families outside of Hunny Pots ELC.

## **SUN PROTECTION**

Hunny Pots has a Sun protection policy that best protects your child in accordance with recommendations from the Cancer Council.

Children and Staff are to wear appropriate hats when outside. Appropriate hats include: Legionaries style, bucket style and broad brimmed hats. **NO BASEBALL HATS ARE TO BE WORN.**

Families are to apply sunscreen upon drop off each day.

During the day staff will apply, or monitor children applying, sunscreen 20 minutes (where possible) before the children go outside. If your child has a reaction to sunscreen, please inform staff immediately. If your child has an allergy to the sunscreen we provide at Hunny Pots, we ask that you please provide us with appropriate sunscreen for your child.

We also encourage appropriate clothing that meets sun protection requirements. **NO SINGLETs, STRAP DRESSES OR MUSCLE TOPS ARE TO BE WORN AT HUNNY POTS.**

This is in the best interest of your child for building a healthy attitude towards sun protection and looking after their skin for the future.

## **OUTDOOR PLAY**

We do encourage outdoor play as much as possible. We do take the children outside in all elements of climate. We ask that they are appropriately clothed and have changes of clothing to support this. In hot/cold situations outdoor play is only for a limited time.

## **EMERGENCY EVACUATION**

Our emergency evacuation procedure is practiced regularly throughout the year and is displayed in each room and foyer. Emergency telephone numbers are located in the office.

In the event of an emergency evacuation, the first priority is the removal of all children to a safe location. Parents will be informed to come and collect their children as soon as possible.

If you are at Hunny Pots when we have an emergency evacuation, or a practice emergency drill, you are obliged to participate.

We comply with the Education & Care Services National Regulations 2011 and conduct an emergency evacuation drill every 3 months - this is to ensure efficiency and consistency, and the opportunity for all children to practice this important drill. We implement a variety of drills throughout the year to cover various scenarios - we will inform you via the daily diary when a drill has been conducted.

## GRIEVANCES AND FEEDBACK

We believe that any grievances made directly to us by families provide opportunities for us to improve our service quality and increase parent satisfaction.

We would like all families to feel comfortable to express any concerns to staff and/or management.

If you do have a concern, please bring the concern to the attention of your child's room teacher, who will endeavor to address the problem.

If you are not satisfied with the outcome, please talk to Monique, the Centre Director who will record your problem and work with you to resolve the issue. She will give you regular updates on the progress of your complaint.

All management concerns should be directed to management - we appreciate your honesty and the opportunity to resolve a problem.

If you are still not satisfied, you can contact a children's advisor from the Department of Community Services. Phone: 9716 2100 or toll free 1800 619 113.

We also like to hear positive and constructive feedback. If you have any feedback about staff, our program, management etc, please let us know so we can pass on this praise to the correct person.

\*\*\*\*Whilst we are open to deal with parent grievances, we are very strict with how our families speak to our staff (tone, volume, intimidation). This behaviour will not be tolerated.

Any grievances must be dealt with in a positive and civil manner. If needed, a witness will be included in parent grievances or general concerns.

If staff feel intimidated by a family, they are to notify management.

Management will deal with this concern immediately and discuss with the family.

Management discretion will be used if these circumstances cannot be resolved or are reoccurring - the child's position will be terminated immediately.

\*\* Please see our Parental / Community Interaction and Involvement in the service policy for further information

## CONFIDENTIALITY

At Hunny Pots we respect each individual family. It is a legal responsibility to have family details and personal information kept in a safe and secure location to protect the privacy of



children in our care, their parents and guardians. Children's details, parent information and any further information are dealt with in a professional and confidential manner.

All educators/staff members sign a confidentiality agreement upon employment.

## INCURSIONS / EXCURSIONS

Due to regulations and the complications involved in holding excursions, we believe in supporting our program with in-house incursions.

We invite professional people who can sing, perform and educate the children to support our interests, projects and program. Throughout the year we have a variety of performers who come to the centre for a 45 minute - one hour show. Incursions are charged to each families invoice prior to the date of the performance.

Information on upcoming performances will be available in newsletters and on the information board.

If your child does not attend on the day of the performance, they are welcome to attend with parent supervision.

## BEHAVIOUR GUIDANCE

Our Behaviour Management Policy is based on a positive approach, which enhances positive self esteem and provides guidance towards appropriate behaviours. To do this, we encourage independence and self control. To achieve this, we use the following techniques:

**Prevention** - Each room program is appropriate for the child's level of development and prevents frustration. It offers stimulation, independence and a high level of supervision.

**Positive redirection** - staff praise children for their appropriate behaviour and redirect unacceptable behaviour to an acceptable alternative.

**Modeling** - at all times staff model appropriate behaviour and communication. Positive peer models are provided to help children learn to take responsibility for their own actions.

**Limit setting** - classroom rules are set by staff, children and parents. Rules are explained to children in a positive tone and applied consistently.

**Problem solving** - Staff help children to identify their needs, feelings, causes and choices. In case of conflict between children, staff will help the children to solve the problem verbally.

**Time out** - this will be used only as a last resort. It is not punishment, but rather a time of regaining self control and thinking time.

Please be assured that staff want what is best for your child and if there is ever an area of concern, staff will address this with you immediately so we can work on this together.



## **CONTINUED AGGRESSIVE BEHAVIOURS:**

1. We will have formal discussions with families and this will be documented.
2. The child will have an external assessment in the centre - at parent cost.
3. Implementation of the strategies requested by specialist. Staff will work closely with the family and child to support their need.
4. If the behaviour continues and children are at risk of this child's behaviour the child's placement will be terminated.

If at any stage the child puts other children and/or staff at risk parents will be contacted to take their child home.

## **INCLUSION**

We work closely with KU Inclusion Services. This can be to assist children in a group care setting for undergoing diagnosis or working with families for a child with a formal diagnosis.

We can receive assistance through resources and professional development or receiving Inclusion Support Funding. This allows the centre to have an additional educator in the care environment (not one to one care) but to provide support for maintaining ratios, working with professionals and strategies set in partnership with families. Hunny Pots supplements the funding subsidy to support our educators, families and children. Application is through the Government Inclusion Support portal and needs to be approved by an independent body to receive such funding.

## **POLICIES**

Our centre has a comprehensive and up-to-date Policies and Procedures Manual outlining the care and education practices to be followed throughout the centre. Our policies and procedures incorporate DET regulations, ACECQA principles of quality care, the Early Years Learning Framework (EYLF), current research and up-to-date industry knowledge.

Staff, families and children are encouraged to have constructive input into policy development to ensure strategies are established to meet the specific needs of the centre. The Policies and Procedures Manual is placed in the foyer for parents to read and comment on at any time.

**Centre policies and procedures cover areas including:**

Access to Children Policy, Additional needs Policy, Animal and pet Policy, Arrival and departure Policy, Back care and manual handling Policy, Behaviour Management and Guidance Policy, Chemical spills Policy, Child Protection Policy, Cleaning Policy, Clothing Policy, Code of Conduct, Continuity of Education and care Policy, Consent Policy, Death of a child Policy, Dental health Policy, Emergency management and evacuation Policy, Education, curriculum and learning Policy, Educator and management Policy, Emergency service contact Policy, Enrolment Policy, Environmental Sustainability policy, Excursion/Incursion Policy, Family grievance and complaints policy, Family law and access Policy, First Aid Action Plan for dangerous products Policy, Fees Policy, Food Nutrition and beverage Policy, Food Handling and Storage Policy, Governance Policy, Health and hygiene Policy, Head lice policy, HIV/AIDS Policy, Immunisation and disease prevention Policy, Incident, Injury, Trauma and Illness Policy, Infectious diseases policy, Information and Access to be denied to certain persons Policy, Lockdown Policy, Medication policy, Medical Conditions Policy, Minimising the use of Toxic Products Policy, Nappy Changing Policy, National Quality Framework Policy, New staff, casuals, relief, volunteers and students support Policy, Orientation for children Policy, Parental / community interaction and involvement in the service Policy, Physical activity promotion Policy, Physical environment (workplace safety, learning and administration) Policy, Policy and procedure review Policy, Privacy and confidentiality policy, Record keeping and retention Policy, Relationships with children Policy, Safe food Policy, Safety of the Building and Equipment Policy, Sand Pit Policy, Sleep, rest, relaxation and clothing Policy, Social networking usage Policy, Staffing arrangements Policy, Statement of fees Policy, Storage of hazardous chemicals Policy, Sun Protection Policy, Supervision Policy, Sustainability policy, Technology usage Policy, Tobacco, drug and alcohol Policy, Unenrolled children Policy, Water hazards Policy, Workplace health and safety Policy

*Within EDUCATOR AND MANAGEMENT POLICY contains:*

Code of conduct, reporting breaches, complaint handling procedures, staff interactions, management interactions and responsibilities, professional development, appraisals, grievance guidelines, educator stress management guideline, educator meetings, educator orientation, educators returning from extended leave, work experience, students and volunteers.

## HELPFUL CONTACTS

Department of Human Services (DHS) 13 6150

DEEWR - Australian Government - Department of Education, Employment and Workplace Relations. See Early Childhood Information 1300 363 079

Department of Education and Training 9716 2100 or toll free 1800 619 113

## INTERESTING WEBSITES

my.gov.au

Raising children network [www.raisingchildren.net.au](http://www.raisingchildren.net.au)

Cancer council [www.cancercouncil.com.au](http://www.cancercouncil.com.au)

ACECQA - Australian Children's Education & Care Quality Authority

<http://acecqa.gov.au/>

Australian Childhood Immunisation Register - Medicare Australia [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)

<https://www.ku.com.au/childcare/about/inclusion>

<http://www.earlychildhoodaustralia.org.au>

[www.unicef.org.au](http://www.unicef.org.au)

<https://www.legislation.nsw.gov.au/#/view/regulation/2011/653>

<https://www.startingblocks.gov.au/>