



# Parent Handbook

## Centre Philosophy

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At Treetops Early Learning Centres

- We believe that each child is a unique individual with their own special background, interests and abilities.
- We believe that children learn best when learning is presented in a play format, where teachers facilitate play to ensure the best possible outcome for each child, embracing all developmental areas.
- We aim to encourage all children in a safe and non threatening way to make appropriate choices and participate in decision making and problem solving.
- We aim to provide a high quality, inclusive of developmentally appropriate learning environment, which will extend the interests and abilities of all children while taking into account their physical needs, culture and family background.
- We aim to develop children's confidence and self esteem by encouraging them to verbalise their thoughts, feelings and actions in an assertive, non aggressive manner. The children's thoughts, feelings and actions will be treated with understanding and respect.
- We will provide an environment that values and welcomes equality and diversity will be encouraged at all times, ensuring that all children, families and staff are welcomed and valued members of the centre's community.
- We encourage parents to become our partners in working to achieve the best possible learning and developmental outcomes for their children, through sharing of information and participation in the centre programs.
- We encourage all staff to further their understanding and knowledge of the Early Childhood industry by supporting them to undertake further studies and attend in-services and training provided by the centre.

## Centre Goals

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**For the children of Treetops Early Learning Centres, we will:**

- Provide a flexible play and learning program that will be based on and extend all children's interests, abilities and learning.
- Provide an environment that will meet and extend the needs of all children regardless of the child's interests, abilities, culture and background.
- Recognise and respect cultural differences and similarities and program accordingly, using the family as a primary source of information.
- Ensure that each child reaches their developmental and learning goals before moving onto their next challenge.
- Provide a school readiness program that promotes the skills necessary for the child to enter school.

- Ensure children develop an awareness of greater community outside the centre through excursions and visitors to the centre.
- Provide staff that have a commitment to child care that will ensure all children receive the appropriate care, education and role modeling that will allow them to become valued functioning members of our community.

**For the parents of Treetops Early Learning Centres, we will:**

- Ensure that we provide high quality care and education to all children.
- Ensure the good health, safety and well-being of all children at the centre.
- Listen to parents' advice, concerns, and queries and provide appropriate responses.
- Share their child's day with them through written communication, conversation with staff and photos.
- Ensure the environment is welcoming to them and their visitors and encourage their contribution and participation in the program and daily activities of the centre.

**As staff we will:**

- Aim to work as a team that recognises each other's strengths and weaknesses and offers support and encouragement to each individual staff member as well as the team.
- Accept that as well as similarities within a team there are also differences and we will respect these without judgment.
- Aim to offer a high quality care and education program ensuring that all team members have an opportunity to contribute.
- Provide ongoing support for the parents whose children attend the centre.
- Ensure that the environment is always presented in a clean, safe manner that will allow the best possible outcomes of play and learning.

**Families at our Centre**

At Treetops Early Learning Centre we aim to involve our parents in the day to day operation of the center. We invite parents to join in activities that we provide and also offer their own skills and experience, to further enhance the children's experiences at the centre.

Parents can participate as much or as little as they choose to best suit their child/children and the centre's needs.

## Centre Operations

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The centre is open 52 weeks of the year (excluding weekends and public holidays) from 6:30 a.m. to 6.30 p.m.

We are staffed according to the licensing requirements as set down by the ACECQA.

The centre employs Early Childhood Teachers, Children's Services Employees and Kitchen Staff.

### Types of Care Offered

**Routine care** – care that can only occur on the specified days that have been agreed to. There can be no flexibility for changing agreed arrangements with the family.

**Casual care** – entirely casual under an agreement that does not specify which specific days a child will attend care from week to week

**Flexible care ("Routine with Casual care")** – care under an agreement that allows for some flexibility from week to week surrounding a set of agreed routine days. It's important to note that if these changes become a consistent pattern, the information that forms the CWA will need to be updated, along with the enrolment notice.

### Payment of Fees

Payments may be made by Direct Debit or Credit Card (surcharge applies to credit card transactions). Fees are to be kept up to date. Fees are charged for all days your child is booked into the Centre, including Public Holidays, sick days and annual holidays.

### Child Care Subsidy

The Commonwealth Government will assist some families who have children in child care. You must provide some information and confirm your current details using your Centrelink online account through myGov.

You will be asked to provide:

- your combined family income estimate for the current financial year
- the hours of recognised activity including work, training, study and volunteering
- the type of child care your family uses
- once we have received your enrolment and entered it into our system, you will need to log in to your MyGov account and confirm your enrolment booking.

When all of the above steps are completed Centrelink will assess your information and advise you of your fee subsidy percentage, which is used to calculate how much of the full fee you will need to pay. Until you provide the centre with your and your child's Customer Reference Numbers, and your income has been assessed by Centrelink you will be required to pay full fees.

For more information on this process, visit [education.gov.au/childcare](http://education.gov.au/childcare)

## **Cancellation of Enrolment**

A minimum of four (4) weeks written notice is required to cancel your child's enrolment.

## **Late Fees**

A late fee of \$5.00 per minute will be incurred by any parent collecting their child after 6.30pm.

This fee will have to be paid on the spot to the staff member on duty and will go towards staff wages and the centre running after closing hours.

## **What you need to bring**

The centre supplies all nappies, foodstuffs, and in the case of older children, drinks being water and/or milk.

For infants who require bottles please supply bottles (sterilised) and formula. Our staff will prepare bottles as per the manufacturer's requirements. Infant food requirements are also prepared on-site. Please supply cows milk for those children no longer on formula but who still require a bottle.

Spare changes of clothing along with any comforters e.g. dummy, 'ruggy' or that special comfort toy are also advisable. All items should be packed in a suitable bag e.g. child's back pack and labeled with your child's name. For those children who wear nappies, a nappy for them to go home in should also be included in their bag. Hats are necessary for outdoor play and are supplied by the Centre.

## **Orientation Visits**

All parents are encouraged to conduct a minimum of one (1) orientation visit before they leave their child in our care. These visits allow your child to become familiar with the environment they will be in and the staff who will be caring for them. It also allows you to share important information such as, routines about your child. The more comfortable you are in the centre the quicker your child will settle into care.

## **Arrivals and Departures**

Upon arrival at the centre you must sign your child in and also sign your child out on departure. This is a government regulation. Should someone other than yourself be collecting your child from care please inform us, and, if the person has not been to the centre previously, ask them to carry some form of ID – a drivers licence is perfect. If we

have not been informed we will contact you for permission to release your child into the care of another person.

## **Communications**

The centre has an “open door” policy and parents and families are welcome to visit the centre at any time.

Staff are available to discuss your child’s needs at arrival and departure, and, if a more in depth discussion is required a mutually agreed time can be arranged.

We welcome parent’s comments, and feedback. If you are feeling unsure about something, please speak to the staff in your child’s section. If you feel your concerns have not been dealt with in an appropriate way or you still have concerns after speaking with staff please contact the Manager.

## **Behaviour Guidance**

Guiding your child’s behaviour is a part of the centre’s everyday program. The staff aim to encourage children to interact with other children, adults and the environment in a positive, socially acceptable manner.

To do this staff are constantly monitoring the environment, routines, expectations, the program provided and program they offer children.

Children are encouraged to use the “Protective Behaviours Program” (Stop – I don’t like it), which is an assertive, anti victims training program for children. We also help children to understand consequences for actions, to both positive and negative behaviour.

If a child constantly displays negative or inappropriate behaviour to other children, adults or the environment they will be moved to another activity, away from other children and “work” with an adult until they feel they can rejoin the group in an appropriate way.

## **Food and Nutrition**

Mealtimes are relaxing affairs, allowing for children to be independent, making choices and feeding themselves where appropriate. Staff are encouraged to sit with children, join in conversations and make mealtimes a social event. Infant foods are prepared according to individual needs and space is provided should you wish to breast feed.

We endeavour to meet all children’s dietary requirements, due to health or cultural reasons, but on some occasions may not be able to meet these needs and the parent will be requested to supply their child’s food/drink for the day.

Food is not withheld from a child as a form of discipline – if a child chooses not to eat a main meal for whatever reason they will still be offered a choice from the platter that follows.

The centre will not offer any nut based products. Under the “Food Safety Program” the centre can not accept any foodstuffs supplied by a parent, to be shared by all children.

Treetops Early Learning Centre is an awarded “Start Right Eat Right” Centre.

## **Dental Care**

As it is difficult to use and store children’s toothbrushes at the centre we will encourage dental hygiene throughout the centre by encouraging a no sugar policy in our menu and providing fresh water to drink throughout the day.

Dental care will also be part of the written program.

## **Health**

The centre will not accept any child who is unwell. Should a child become unwell at the centre the parent will be contacted to collect the child preferably within the hour.

In the case of any illness the exclusion period as per “Staying Healthy in Child Care” and the Centre Policy, will apply. A doctor’s certificate of fitness may be required before the child re-enters care.

If the child is in need of urgent medical treatment an ambulance will be called and the parents contacted as soon as possible.

As a high temperature can be a sign of illness any child with a temperature over 37.8 will be excluded from the centre.

## **Medication**

Paracetamol based medications will not be administered to children with a temperature, fever or pain, as this often masks the symptoms of illness.

Prescription medication/ cream will only be administered if the pharmacy label is attached stating name of child, times of administration and amount to be administered.

These need to be accompanied by a completed Medication Plan.

Over the counter medications/ creams need to be accompanied by a medical form stating child’s name, dosage and times and signed off by the pharmacist or have a pharmacy label attached stating child’s name, dosage and times.

All medications need to be written up and signed off by the parent in the Medication Register.

## **Accidents**

Staff at the centre have all had some form of First Aid training. All accidents at the centre are recorded on an incident form, that includes what happened and treatment, which you will be asked to sign when you collect your child.

Should staff feel the injury requires a doctor/dentist treatment you will be contacted to collect your child.

If a serious injury occurs an ambulance will be called and you will be notified as soon as possible.

## Minimum period of exclusion from Treetops Early Learning Centre for cases of illness

Condition	Exclusion of cases	Exclusion of contacts
Campylobacter	Exclude until diarrhoea has ceased	Not excluded.
Chickenpox	Exclude for at least five days AND until all blisters have dried.	Any child with an immune deficiency (e.g. leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Conjunctivitis	Exclude for three days after commencement of treatment or until the discharge has ceased whichever comes last.	Not excluded.
Cytomegalovirus infection	Exclusion not necessary.	Not excluded.
Diarrhoea	Exclude for 24 hours after last bout	Not excluded.
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude family/ household contacts until cleared to return by an appropriate health authority.
Giardiasis	Exclude until 24 hours after the last loose bowel motion and antibiotic treatment has commenced.	Not excluded.
Glandular fever (mononucleosis)	Exclusion is not necessary.	Not excluded.
Haemophilus influenzae type b (Hib)	Exclude until medical certificate of recovery is received.	Not excluded.
Hand, Food and Mouth disease	Until all blisters have dried.	Not excluded.
Head Lice	Exclude until after effective treatment has commenced.	Not excluded.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness.	Not excluded.



<b>Condition</b>	<b>Exclusion of cases</b>	<b>Exclusion of contacts</b>
Hepatitis B	Exclusion is not necessary.	Not excluded.
Hepatitis C	Exclusion is not necessary.	Not excluded.
Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while lesion is weeping. Lesions to be covered by dressing, where possible.	Not excluded.
Hookworm	Exclusion not necessary.	Not excluded.
Impetigo (school sores)	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded.
Influenza and influenza like illnesses	Exclude if accompanied by a temperature and/or fever.	Not excluded.
Measles	Exclude for at least four days after onset of rash.	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunized contacts are vaccinated within 72 hours of their first contact with the first case they may return to school.
Meningitis (bacterial)	Exclude until well.	Not excluded.
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving rifampicin.
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner).	Not excluded.
Parvovirus (erythema infectiosum, fifth disease, slapped cheek)	Exclusion not necessary.	Not excluded.
Respiratory Syncytial Virus (Croup)	Exclude until cold like symptoms/cough have ceased.	Not excluded.
Ringworm, scabies, pediculosis (lice), trachoma	Re-admit the day after appropriate treatment has commenced.	Not excluded.
Rotavirus	Exclude until 24 hours after last loose bowel motion or vomit.	Not excluded.
Rubella (german measles)	Exclude until fully recovered or for at least four days after the onset of rash.	Not excluded.
Salmonella, Shigella	Exclude until diarrhoea ceases.	Not excluded.
Streptococcal infection	Exclude until the child has received	Not excluded.

Condition	Exclusion of cases	Exclusion of contacts
(including scarlet fever)	antibiotic treatment for at least 24 hours and the person feels well.	
Temperature above 37.8	Exclude until after temperature returns to "normal".	Not excluded.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.	Not excluded.
Vomiting	Exclude until 24 hours after last bout.	Not excluded.
Whooping cough	Exclude the child for five days after starting antibiotic treatment.	Exclude unimmunised household contacts aged less than 7 years for 14 days after the last exposure to infection or until they have taken five days of a 14-day course of antibiotics. (Exclude close child are contacts until they have commenced antibiotics).
Worms (intestinal)	Exclude if diarrhoea present.	Not excluded.

Treetops Early Learning Centre reserves the right to request a child be collected from the centre if they appear unwell and/or are not coping with the activities of the day because of illness.

## Sun Protection

We aim to promote an awareness of the dangers of exposure to the sun, use of appropriate skin protection (clothing and sunscreen) and actively encourage a role model life style practices that will offer protection from the sun.

All children, staff and visitors to the centre are encouraged to wear broad brimmed or legionnaire style hats when involved in outdoor activities.

Parents are requested to supply a hat for outdoor play, and ensure their children are appropriately dressed – no singlet or shoestring strap tops.

During the warmer months outdoor play will be scheduled before 10.00am or after 3.00pm, or conducted in the shaded areas of the yard.

Staff will apply SPF 30+ broadspectrum sunscreen supplied by the centre to all children over the age of 12 months, at least 15 minutes before children go into the outdoor area. Infants (under 12 months) will be kept out of direct sunlight and always protected by shade, hats and clothing.

Treetops Early Learning Centre is an awarded "Sun Smart" Centre.

## **Further Information**

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If after visiting the centre and reading through your parent handbook, you have any questions please contact the centre.