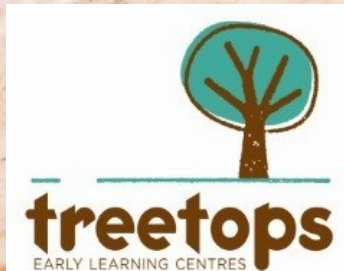




# Family Handbook



[www.treetopschildcare.com.au](http://www.treetopschildcare.com.au)



# Welcome to Treetops!

Our centres are designed with children's care, education and comfort in mind. There are large, well equipped indoor play areas with well appointed bathroom areas for those children that are toilet trained, with access to these from either indoors or outdoors.

The kitchen is designed to provide all meals and snacks that children will require during the day.

Access to the outdoor area and play equipment allows children to move freely between indoor and outdoor activities, and for those less than perfect days the large verandah offers an outdoor play area without being exposed to the elements.

Dedicated parking at the centre is very user-friendly with dual access driveway for convenient access.

The centre is open 52 weeks of the year (excluding weekends and public holidays) from 6:30am to 6:30pm.

We believe that the most important thing in childcare is offering the highest level of quality care for children. Children must be free to play and learn while feeling safe and secure in their environment. Parents feel comfortable and relaxed at Treetops making the emotional decision of placing your child in care an easy one.

We have great staff, state of the art facilities, exceptional educational programs and pride ourselves on offering the best care in SA, we look forward to seeing you and your children soon.

Welcome to Treetops Early Learning Centres, proudly South Australian owned and operated

We look forward to a long association with you and your children at Treetops Early Learning Centre.

Yours sincerely,

**Jackie Jackman**  
Approved Provider

**Kayla Stevens**  
Director of Operations





# Enrolling & Starting at Treetops Early Learning Centres

Thank you for choosing to enroll your child at a Treetops Early Learning Centre. Your Director will organise orientation activities so you and your child can become familiar with your centre. This is a great opportunity for you to ask lots of questions, and to find out where everything is located and for us to learn more about you, your child and your family.



# Centre Philosophy

- We believe that each child is a unique individual with their own background, interests and abilities.
- We believe that children learn best when learning is presented in a play format, where educators facilitate play to ensure the best possible outcome for each child, embracing all developmental areas and children's interests.
- 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 and 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 educators 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 will endeavour to reduce our carbon footprint through environmentally sustainable practices.
- We encourage all educators 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.
- We encourage healthy eating patterns by creating healthy eating habits which are ingrained in children in the first five years, we believe that nutritious food has a positive effect on our children's physical, emotional and mental wellbeing.
- Our outdoor environments are designed to be an extension of the indoor learning environments. The Reggio Emilia philosophy views the environment as a third teacher, which provides numerous opportunities to explore, imagine and create.





# Centre Goals

## **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 and development.
- 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 has opportunities to reach 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 the greater community through incursions and visitors to the centre.
- Ensure children develop an awareness of sustainable practices and recycling.

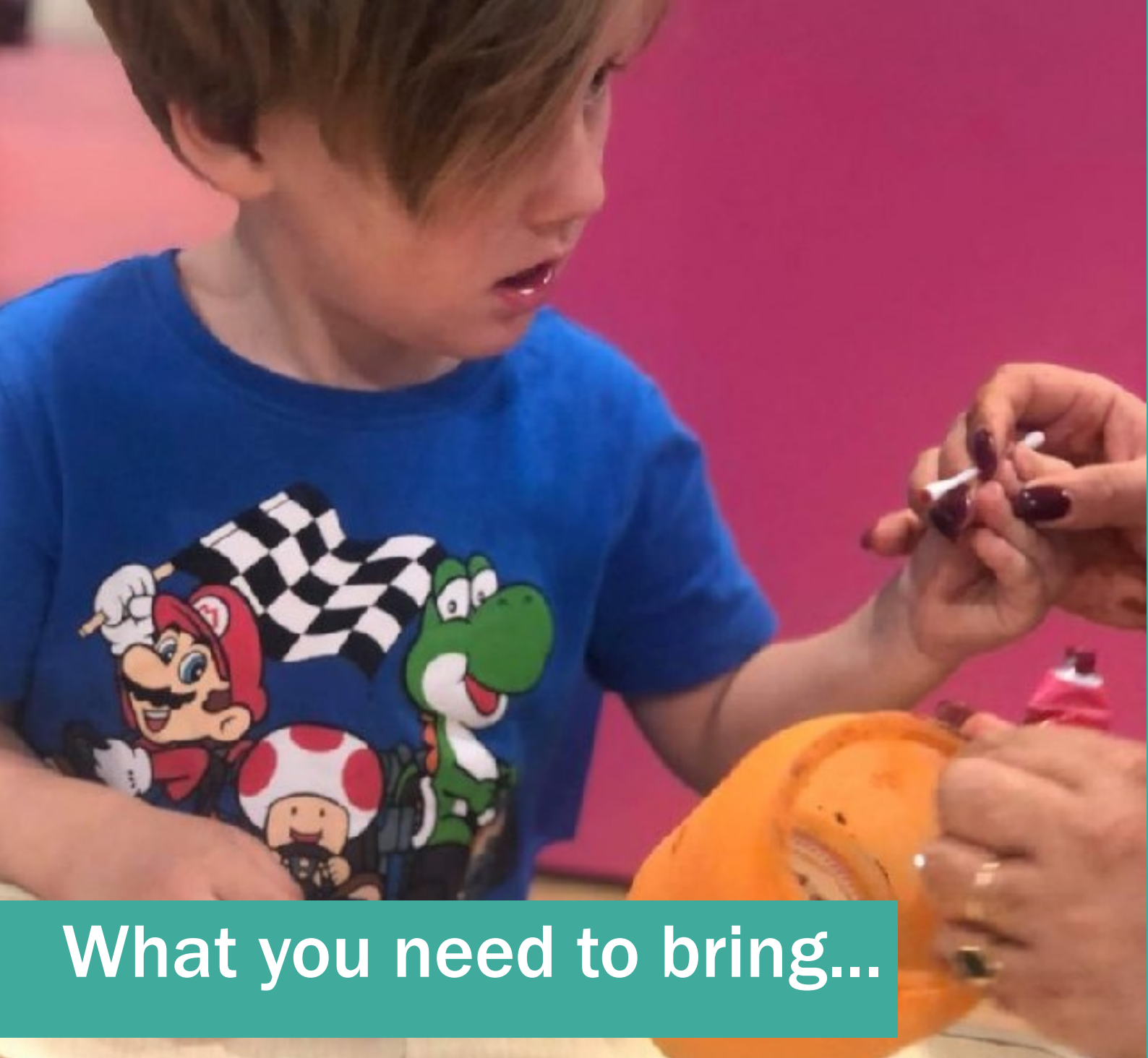
## **For the parents and caregivers of Treetops Early Learning Centres, we will:**

- Ensure that we provide high quality care and education to all children.
- Ensure that the health, safety and well-being of all children at the centre is at the highest priority at all times.
- Listen to parents' advice, concerns, and queries and provide appropriate responses.
- Share their child's day with them through various methods of communication including, conversation with educators and the online platform.
- Ensure the environment is welcoming and encourage their contribution and participation in the program and daily activities of the centre.

## **As educators 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.
- We will honour and respect the Kurna lands and their people, giving thanks for sharing the land that we stand on today.
- 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 provide children with invitations to play in purposeful learning environments.





## What you need to bring...

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

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 labelled 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.

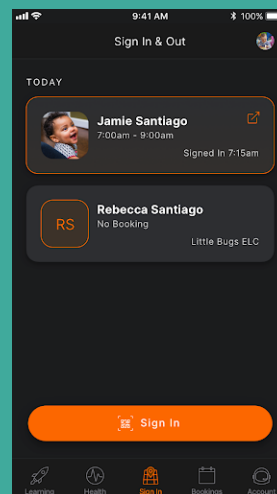
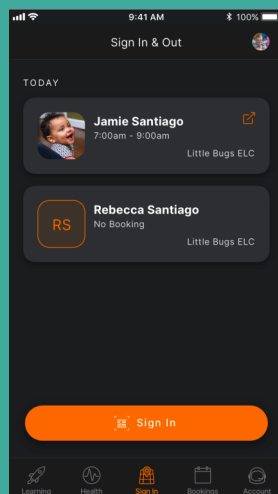


# Signing In/Out

Each child must be signed in and out of the centre every day they attend. This is a legal requirement and is in the interest of your child's safety. These records are used in case of emergencies and for the calculation of the Child Care Subsidy (CCS). If a child is away, ill or on holidays the corresponding days must be advised to the centre directly.

Using Xplor Home to sign your child in and out:

The dashboard shows any bookings for the day for your children. If there are no bookings on that day, the child's profile will display with description text there are no bookings.



For more information on signing in [click here](#)

To ensure the safety of all children, no child will be released into the care of any persons not registered as authorised by the parent/guardian in the enrolment. If team members do not know the person collecting your child by appearance, the person must be able to produce some form of photo identification to prove that they are authorised to collect the child as per the authorised information.

In the event that a child has not been collected after closing time then the parents/guardians will be contacted on the emergency telephone numbers provided. If the child has still not been collected 30 minutes after closing time then staff will follow the Department of Communities Abandoned Child Procedures including contacting the Child Protection and Crisis Centre 24 hour service.



# Am I entitled to Government Assistance?

The Child Care Subsidy (CCS) is a payment made by the Australian Government to help families with the cost of quality child care and early education. This is paid directly to the service to reduce your weekly fees.

Three things will determine a family's level of Child Care Subsidy:

1. A family's combined income will determine the percentage of subsidy they are eligible to receive.
2. An activity test will determine how many hours of subsidised care families can access, up to a maximum of 100 per fortnight.
3. The type of child care service will determine the hourly rate cap. Some basic requirements must be satisfied for an individual to be eligible to receive the Child Care Subsidy.

These include:

- The age of the child (must be 13 or under and not attending secondary school).
- The child meeting immunisation requirements.
- The individual, or their partner, meeting the residency requirements. The number of hours of subsidised child care that families will have access to per fortnight will be determined by a three-step activity test. In two parent families both parents, unless exempt, must meet the activity test. In the case where both parents meet different steps of the activity test, the parent with the lowest entitlement will determine the hours of subsidised care for the child.
- Low income families on \$70,015 or less a year who do not meet the activity test will be able to access 24 hours of subsidised care per child per fortnight without having to meet the activity test, as part of the Child Care Safety Net.



# Flexible Hours and the Child Care Subsidy

We know that there is no one size fits all option for our families when it comes to early childhood education and care. That is why we are giving families the freedom to choose which hours best suit their needs.

Full day, ten-hour, 9-hour and half day options are available to all families under the one associated flat fee, enabling you to make the most out of the Child Care Subsidy.

Designed to reduce out of pocket costs and increase access to subsidised hours, the new flexible model is part of our commitment to providing greater access to quality early childhood education and care.

Our families will:

- Not be limited by start and finish times like models from other early education providers.
- Be able to confirm their enrolment in one of our flexible options.
- Choose from our nine-hour, ten-hour or full day sessions and make the most out of the Child Care Subsidy.

Need help? Call the Child Care Subsidy Support Line on 1800 319 434.

If you are experiencing any problems with your transition to the new Child Care Subsidy please phone Centrelink on 136 150.

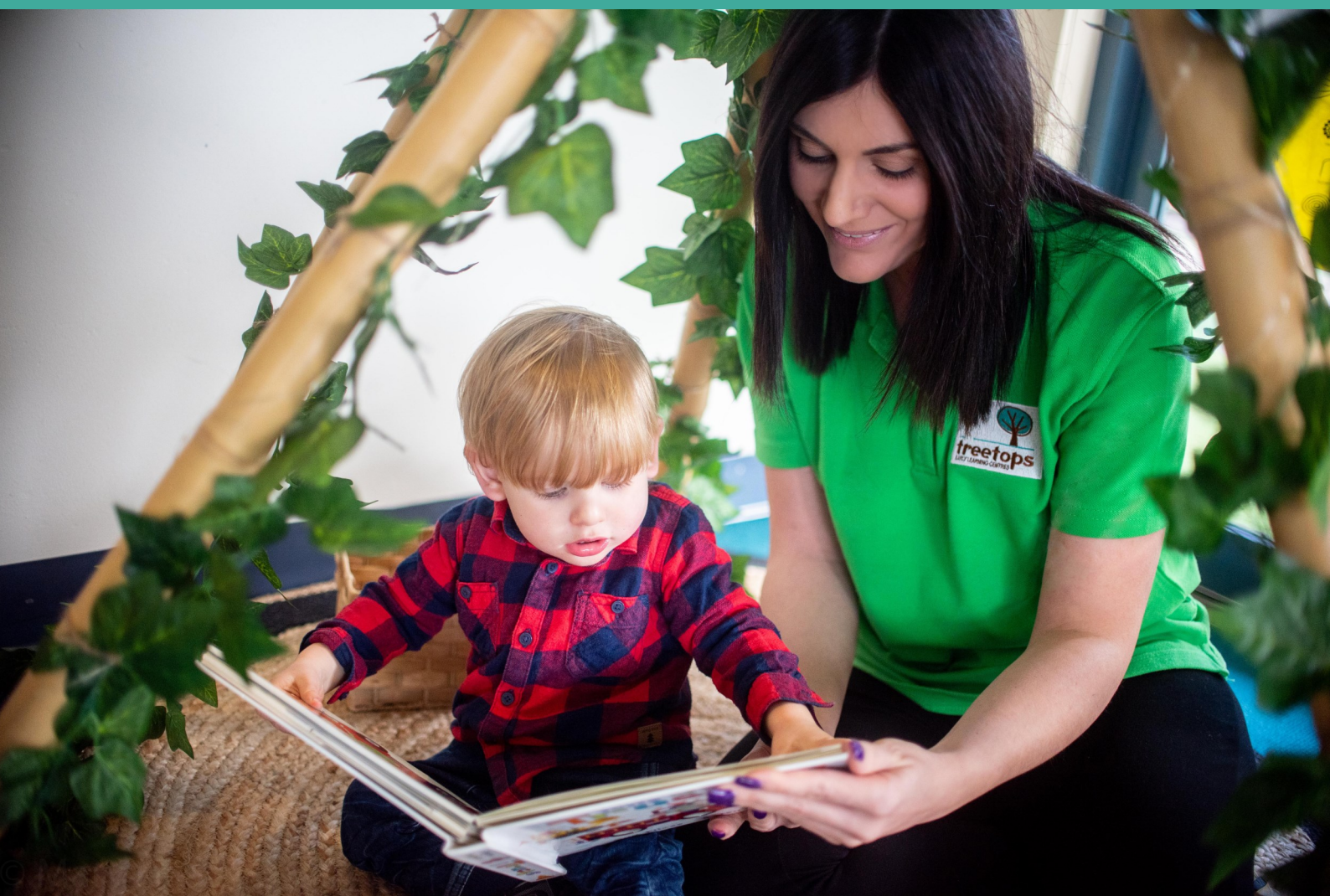




# Session Timetable

Treetops Early Learning Centres provides multiple permanent session times. Session times are fixed and children must be signed in and out within these times or additional fees are applied.

Start	End	Session Hours
6.30am	6.30pm	12
7.30am	5.30pm	10
8.00am	5.00pm	9
6.30am	12.30pm	6
12.30pm	6.30pm	6



# Treetops ELC Booking Guidelines

## **PERMANENT (REGULAR) BOOKINGS**

Bookings will follow the Enrolment (Complying Written Agreement) completed by the parent/ legal guardian.

4 weeks' notice is required for families wishing to change their child's permanent booking (subject to availability) or cease using the service. Notification in writing must be provided to the Centre Director.

The Centre Director must also be notified in writing, if their child will be absent from the centre for any reason. E.g. sickness, holiday etc. All bookings must be paid for, whether the child attends or not.

Families must have at least one regular booking on the same day on a weekly Basis

## **CASUAL BOOKINGS**

All casual bookings are subject to availability of places. Requests must be emailed through to the Centre Director. Casual bookings can be cancelled with no charge if more than 24 hours written notice is given. Treetops Early Learning Centres defines a casual booking as a one off booking that is for emergencies, and once off care which may include multiple children from the same family.

Casual bookings are charged at the full day 12 hour rate only. Shorter session times are not available.

## **ABSENCES**

Absences are charged at the same rate and Child Care Subsidy (CCS) is paid for 42 allowable absences, across all services per financial year (which includes public holidays, illness etc). Absences above this number must be accompanied by the appropriate documentation, such as a medical certificate, for the CCS to be paid.

Families are not entitled to receive CCS when their child begins or ceases on an absence. This means a child must be in care on the first day of booked care and the last day of booked care (including the notice period) otherwise full fee for the days the child is not in care will be required for the parent/ guardian.



## **MAKE UP/ REPLACEMENT AND SWAP DAYS**

Treetops Early Learning Centres do not make exemptions for changes to permanent bookings by swapping days.

As per the **Payment of Fees Policy** all fees must be paid on a fortnightly basis including any absent days.

Substitute days are not provided if your child misses their permanent day(s) for any reason.

If you require an additional day to your regular booking, you may request a casual booking in writing to the Centre Director.

## **HOLIDAYS**

Public Holidays are charged in full if they fall on a day when your child is booked to attend. Holidays are taken into consideration and the allowances are as follows:

50% fees for up to 30 days per financial year with enrolments that are two or more permanent bookings per week.

To receive the holiday discount, you must:

1. apply in writing to your Centre Director at least two (2) weeks prior.
2. take the holiday absence is a two week (14 day) block.

If your taking holidays less than the required two weeks you will be charged at the normal rate.



# Payment of fees

Payment may be made by Direct Debit or Credit Card (surcharge applies to credit card transactions). Statements are available at anytime through Xplor. The outstanding fees are debited from your nominated account. Fees are charged for all days your child is booked into the Centre, including Public Holidays, sick/absent days and annual holidays.

## Cancellation

4 weeks' notice is required for families wishing to change their child's permanent booking (subject to availability) or cease using the service. Notification in writing must be provided to the Centre Director.

## Late fees

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

Treetops ELC have a 15-minute grace periods on each side of all sessions. If you have not picked up within the session times you will automatically be charged \$5 per child per 15 minutes. If you would like to review your current session times please talk to your Director.

Example how early or late charge is applied:

**10 hour session – Drop off at 7:25am and pick up at 5:30pm  
Session charge \$125. No Surcharge is added.**

**10 hour session – Drop off at 7:30am and pick up at 6:01pm  
Session charge \$135. \$10 Surcharge is added.**





# Open Door Policy

You're welcome to drop in and see your child or speak with an educator. You don't need to call and tell us you are coming, you are welcome at any time. We'd love for you to come in and join in our programs - your participation is valued.

(This is not always an option due to pandemic and government restrictions)

# Child Care Policies and Procedures

Our centre has a number of policies and procedures pertaining to the care of your child. Our policies are located in the centre foyer and are available to review at any time. For more information on our centre policies please speak with your Centre Manager.

## ACCIDENTS AND INCIDENTS

Our educators take a proactive approach to safety and conduct thorough risk assessments of all play areas so that each child can feel safe and free to explore their environment.

A Senior First Aid qualified staff member is present at all times as well as nominated asthma and anaphylaxis supervisors. Should an accident or sudden illness occur, educators will immediately commence first aid and you will be contacted to collect your child.

In emergency situations you will be advised of the plan of action regarding further medical treatment. During an emergency, if you or your authorised nominee cannot be contacted, the Centre Manager will provide the ambulance officers with information regarding your child and a team member known to the child will accompany them to the hospital and stay until you arrive. Full documentation of the incident will be made available.

## HEALTH AND HYGIENE

Children and educators are actively encouraged to practice good personal hygiene to minimise the instances of illness. We also believe that if your child is ill, the best place for them is to be at home where they can recover faster.



If your child presents at the centre with signs of illness, the Centre Manager or Responsible Person in Charge may advise that they are not well enough to participate in the day's activities. You will be asked to make alternative arrangements until they are well or the exclusion period has ended (you may be asked to provide a medical clearance letter before your child can return).

Although this can be inconvenient for parents, it is in the interests of all children and families at the centre to minimise the risk of infection.

Should your child become ill during the day, documentation and first aid will commence and you may be contacted to collect your child from the centre and seek further medical advice. It is important that you read the centre's medication policy carefully to know when educators can administer medications. A list of common infectious illnesses, their exclusion periods and policies and procedures related to illness and minimising the spread of infectious diseases are available on the next page.

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



## **EMERGENCY EVACUATION**

Emergency evacuations as well as lockdown procedures are regularly practiced and the centre has individual plans for local emergencies. Fire extinguishers are strategically located throughout the centre. As part of our fire safety measures all children in attendance are noted from the electronic sign in device in the event of a drill or evacuation. This is why it is important to ensure that you sign your child 'IN' and 'OUT' of the centre each day.

## **IMMUNISATION**

As part of your enrolment process you will be asked to provide details of your child's immunisation status. In the event of an outbreak of an infectious disease it may be necessary to exclude any children who are not immunised for their health and wellbeing. State specific immunisation requirements are available on request.

## **MEDICATION**

If your child requires medication while in care, a medication record must be filled in and signed by a parent. The medication must be in original packaging and accompanied by a prescription label/doctor's letter which states who the medication is for and the dosage. Medication must be handed to a staff member and will be stored in a locked cupboard. Under no circumstances is any type of medication to be left in children's bags. Please refer to the Medication Policy for further information.





# 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 protec-
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.
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 dis-	Exclusion not necessary.	Not excluded.
Respiratory Synncytial 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	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 (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the person feels well.	Not excluded.
Temperature above	Exclude until after temperature re-	Not excluded.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.	Not excluded.
Vomiting	Exclude until 24 hours after last	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 anti-
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.

In line with the Department for Education and Cancer Council SA guidelines, a combination of sun protection measures will be used **from 1 August to 30 April, and whenever the UV is 3 and above at other times**. Staff are encouraged to access the daily sun protection times via the SunSmart app, [www.myuv.com.au](http://www.myuv.com.au), or [www.bom.gov.au](http://www.bom.gov.au) to assist with implementing this policy.

Staff will apply SPF 30+ broadspectrum sunscreen supplied by the centre to all children at least 20 minutes before children go into the outdoor area.

Treetops Early Learning Centre is an awarded a “Sun Smart” Centre.



**“I love picking my son up at the end of the day to hear the new things he has discovered. He is such a happy, confident and curious little boy. He is always eager to learn and the educators do an amazing job supporting this learning and development!**

**I struggle to keep up with him most days but you all do this daily with all our children with such grace and enthusiasm! You are helping to develop our future leaders! Thank you!”**



# 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 parents, to be shared by all children.





# 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 low sugar policy in our menu and providing fresh water to drink throughout the day.

Dental care will also be part of the written program.





# Preschool Program

**Our Preschool Program Includes:**

- ☑ Early Childhood Teachers
- ☑ Long Day Care Hours
- ☑ Meals
- ☑ Childcare Subsidy Applies

**Treetops Early Learning Centres takes the stress out of looking for a Kindergarten that we understand can be overwhelming.**

**We offer flexible Kindergarten program for your family with our Teachers to ensure your child gets the best start to their education.**

**If you would like more information please contact your Director.**





# 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.

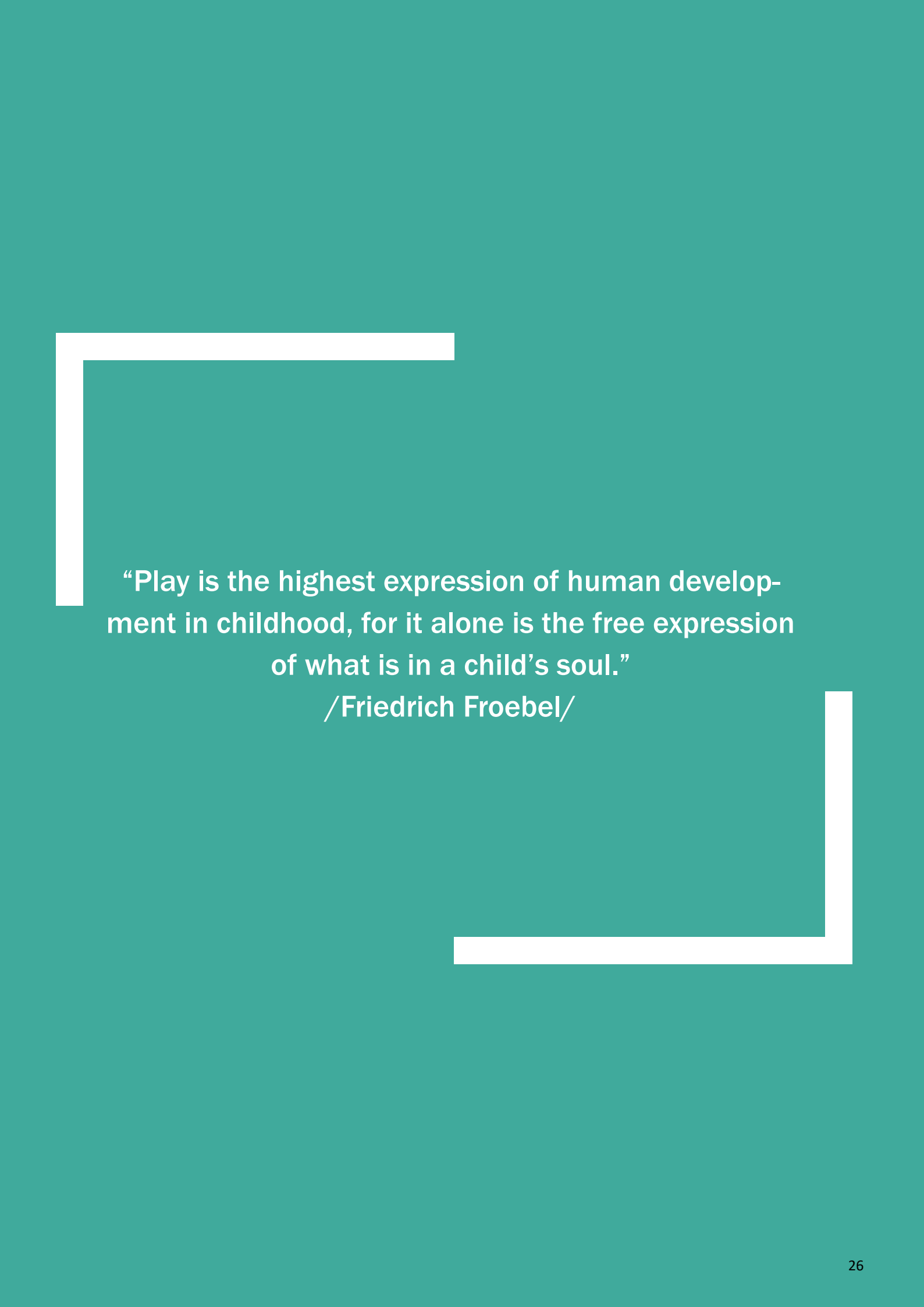
To do this staff are constantly monitoring the environment, routines, expectations, the program provided and program they offer children.

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 redirected to another activity, away from other children and "work" with an educator until they feel they can rejoin the group in an appropriate way.







**“Play is the highest expression of human development in childhood, for it alone is the free expression of what is in a child’s soul.”**  
**/Friedrich Froebel/**

# Our Locations

**Proudly SA Family Owned & Operated**  
**Delivering the best Possible Learning & Developmental**  
**Outcomes**

**Monday to Friday 6.30am-6.30pm**

**STEPNEY BANKSIA**

**8362 0899**

**51A-53 Henry Street**

**STEPNEY WATTLE**

**8100 3990**

**51 Henry Street**

**FINDON**

**8244 4699**

**110 Findon Road**

**HILLCREST**

**8261 1788**

**2 Balmoral Street**

**MARLESTON**

**8100 3950**

**466 South Road**







[www.treetopschildcare.com.au](http://www.treetopschildcare.com.au)