

PARENT HANDBOOK



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Introduction

Thank you for selecting Kids Active for your family's child care and educational needs. We understand the importance of choosing the right place for your child and hope we can assist you in making that decision. This Parent Handbook has been designed as a reference to reflect how our Centre is run and to give you a brief overview of all matters within the Centre.

Our Philosophy

Structured on the United Nations convention on the rights of the child, our philosophy is to make sure all children feel included. We are also dedicated to meaningful contribution to their future endeavors by providing high quality education and care.

We believe that:

- every child is of intrinsic value and worth.
- every child deserves to be treated with dignity and respect.
- children possess rights and responsibilities.
- each child is an individual and so we celebrate diversity and difference while appreciating and enjoying similarities and common bonds.
- A child's development will flourish in an environment which is rich in learning opportunities.
- children learn best in a safe environment which encourages them to explore and meet new challenges.
- That development should encompass the whole child, including physical, cognitive, social, emotional, creative and expressive and spiritual entities and that each should develop at their own pace.
- That every child has the right to be nurtured and cherished to enable them to reach their full potential.

Our activities are planned; for both indoor and outdoor, based on active play, the interests of the child, family contributions and supports all aspects of a child's learning, and aims to promote opportunities for continuous and collective learning.

Continuous Improvement

We are committed to continual improvement and reflection on our care practices which ensures we remain current and reflective in our care practices:

- when planning our play environments that our programs are innovative and creative, that we are committed in providing high quality care creating an environment that encourages a child's natural sense of learning.
- when we seek to provide innovative learning opportunities to enhance children's learning.

Our Contact Details

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Directors: Reza Mendes (0450 211 353)
Craig Ryan (0434 896 152)

Physical Address: 40 Liffey Road, Canning Vale, WA, 6155
Postal Address: 21 Welbeck Road, Canning Vale, WA, 6155

Our Operating hours

During the school term our Centre operates Monday to Friday from:

6:30 am – 9:00 am Before School

14:45 pm – 18:00 pm After School

During the vacation care our Centre operates Monday to Friday from:

6:30 am – 18:00 pm

Our Centre Standards and Regulations

In considering the best child care option for your family, you will want to know about the standard of care that we will provide for your child.

The standards that we follow are founded on the local and national government expectations for a childcare setting. This ensures that our Centre provides a safe, stimulating and nurturing environment that far surpasses regulatory requirements.

Kids Active adheres to the West Australian children's services regulations. These regulations are maintained and enforced by the regulatory unit who visits our Centre to monitor the Centre throughout our lifespan.

The regulations ensure the safety and well-being of the children attending our child care and they guide many of the decisions made in our Centre. The children's services regulations are in place to ensure;

- that the physical environment that we provide for your child meets a basic safety standard;
- that we have the required number of staff for the children in our care; and
- that our procedures and record keeping practices are satisfactory.

We pride ourselves on consistently providing a level of care and education that exceeds the regulated standard.

Our Team

At Kids Active, our educators are our most valuable resource. We know that the quality of education and care that your child receives each day rests on the shoulders of these very extraordinary people. Our educators have been thoroughly screened and interviewed. Ongoing training is always available to them for professional development.

Age 4-12 years are an important foundational part of any child's life. By the age of 12, children have already developed lifelong traits and attitudes about the world in which they live. Our passion and drive is based on recognising this unique opportunity to invest in your child's life at such a critical time. That's why our educators are experienced and skilled middle childhood professionals, who recognise the importance of your child's school years. They have the skills and knowledge to foster your child's overall development. The members in our educational team have a wide range of qualifications.

While in our care, your child is in expert hands, our commitment to quality means that you can be confident your child will be engaged in innovative programs, ensuring that they are challenged and growing.

The quality of our services is based largely on the staff to child ratio set by law. Regulation stipulate a minimum of 1 educator to 10 children, including a qualified staff member for the first 30 children in the service.

We have qualified staff members within our Centre at all times. The structure of our roster and programs ensures that your child receives the best care available.

Our Centre

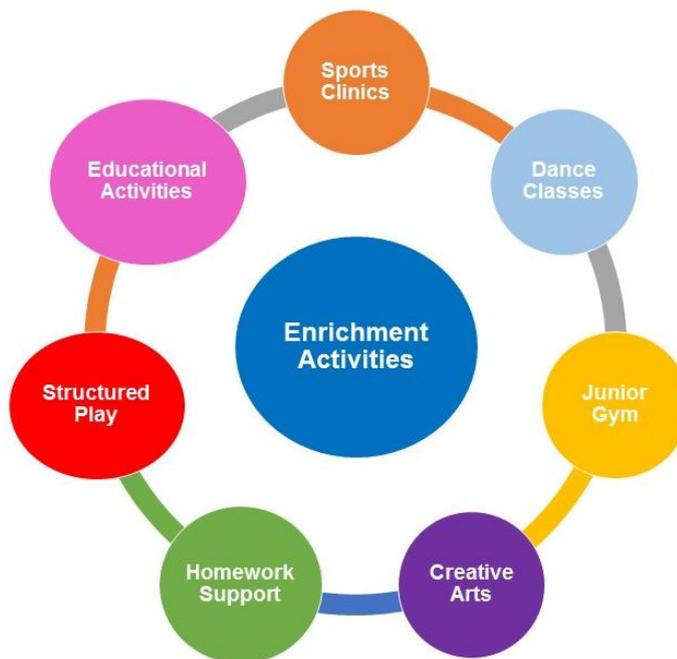
We are housed in The Billabong Community Centre, where we have access to a large activity room, a natural outside play space, sand pit, library, multiple activity rooms, coffee shop, games room and massive chefs' kitchen.

Our Curriculum and Programs

Our curriculum is based on group and individual discussions with the children. We scaffold what the children's interests are and program activities that will be of best interest to them. In our discussions with the children we also discuss things like mealtimes, and topical or interesting stories. We also include time for structured play and discovery at a pace set by the child, the interaction between and engagement of children with other children and with Kids Active educators.

We understand the importance of proper planning. To ensure that our curriculum is of the highest standard, we have dedicated educators who are committed to challenging their own knowledge and being informed by seeking ways of improving. A weekly activity roster will be made available to parents/guardians.

Below is a diagram detailing all the program Kids Active will be offering:



How is the curriculum and assessment developed?

Understanding your child as an individual, knowing and meeting their needs, and developing a relationship with your family is essential for our curriculum.

While your child attends our Centre, our educators will keep written reports and photo evidence on their learning to assist them individually and appropriately plan for your child's involvement. All information about your child is available for you to examine at any time, your feedback is always welcomed. All reporting is kept safely within the Centre. Our Centre manager is available at any time to discuss your child's progress, please feel free to book an appointment with him/her. We also welcome the opportunity to chat informally with you.

Our Values

Kids Active OSHC's philosophy is based on the belief that children learn through play, interactions with other children and educators, through being challenged and daily exploration.

We believe in Active Learning, i.e. to provide opportunities for children to think analytically about all content using a range of activities that prepare them for the challenges of professional situations. This may involve evaluative, problem solving or clinical reasoning skills.

Our curriculum will be based on the framework for school aged care in Australia, my time, our place, which identifies five learning outcomes designed to capture the integrated and complex learning and development of children from 6 to 12 years. These outcomes are:

1. Children have a strong sense of identity.
2. Children are connected with and contribute to their world.
3. Children have a strong sense of wellbeing.
4. Children are confident and involved learners.
5. Children are effective communicators.

The outcomes are broad and observable. They acknowledge that children in school age care settings have choices and opportunities to collaborate with each other and educators. Children learn in a variety of ways and vary in their capabilities and pace of learning. Considerations need to be given to time and place. Children engage with increasingly complex ideas and learning experiences, which are transferable to other situations. (*Without prejudice framework for school age care page 18*)

Our routines are flexible yet also predictable. They have been developed to provide a framework for staff to meet your child's individual physical needs. Their predictability provides your child with a sense of security and familiarity each day.

Routine activities divide the day into sections of time and form a reference point for other activities that occur within the program for children who do not yet understand the concept of time. This is important for a young child developing self-confidence and trust.

Meal times

Light fresh meals and snacks are prepared each day on our premises. We place emphasis on using fresh, wholesome ingredients, providing a varied and nutritionally balanced menu and maintaining the highest standard of cleanliness and hygiene at all times. Our menu will be made available each week for parents to view.

Food presentation is important to us. Along with food being tasty, healthy and hygienically handled, we believe that meals that are attractively displayed encourage children to try foods that they may normally may refuse.

Meal times are also important socializing times for children, importantly this daily routine provides opportunities for the children and staff to enjoy each other's company, and to build on and explore the children's developing relationships with their peers and educators, and their growing social awareness.

Special diets

In the event that your child requires a special diet, kindly reflect this information in the enrolment form and make our manager aware. We are happy to discuss any individual needs that will make your child's stay a happy one.

We are a **NUT FREE** Centre, note, we ensure that nut products will not be offered to the children in any snacks or meals. Please do not send any such product with your child, including peanut butter or Nutella spread on toast, or pre-wrapped snacks that contain nuts or nut traces.

Our Administration and Procedures

1 Arrivals and departures

At Kids Active, we work to ensure that arrivals and departures to and from the Centre are safe and secure for the children. We also see this opportunity as a valuable means of exchanging information with parents and guardians. In regards to arrival and departure times, we ask that you or the authorized individual:

- Ensure that the attendance records are signed on both arrival and departure;
- Leave your child in the direct care of a staff member;
- Make staff aware that you are taking your child;
- We suggest keeping goodbyes brief for children that display separation anxiety; and
- Contact us telephonically to notify the Centre about any variation in the times your child will be pick up or drop off.

Please pay particular attention to the following:

Both parents and authorised adults which are documented in the enrolment form under the authorized section are authorized to collect children, unless a magistrate's court or family law court make alternative orders.

Arrivals and departures, and greetings and farewells, are an important part of the Centre's day. We always endeavor to be accessible and responsive to parents and children's requirements at these times.

By creating a welcoming environment built on trust and support we ensure that the transition from home to the Centre and from school to the Centre is at all times pleasant and a smooth experience for both you and your child.

2 Our Confidentiality and Privacy Policy

The privacy and confidentiality of all of the information provided to us by you, such as addresses, phone numbers, and custody information, is seen and recorded only by the administration staff and the staff directly responsible for the care of your child. This information is of paramount importance to us and privacy strict policies will be applied.

No information will be given out or shared without your consent. All meetings that are undertaken by yourself and our staff will be done so in a professional manner.

3 Enrolment forms lawful authority and contact

Upon enrolment of your child, you will be asked to complete an enrolment form which includes an authorisation section in regards to lawful authority and contact relating to your child. Child regulations requires all childcare services to keep a record of lawful authority, contact and residence arrangements for children.

Your child will **NOT** be permitted to leave the Centre without appropriate written authorisation from you.

Enrolment forms will be checked by staff when persons unknown arrive at the Centre to collect your child. If the person is not listed, the child will not be able to leave the Centre and we will notify you as soon as reasonably possible.

4 Our dedication to communication

At Kids Active we recognise that effective communication is essential in providing care that is personal and individualised. We know that you are the expert when it comes to your child. We will rely on you to share with us your intimate knowledge of your child each day in order to create an environment that is consistent with life at home.

We would love the opportunity to share our professional expertise in child development with you, as well as our knowledge and growing understanding of your child. We see both parents and our educators as a resource to each other, and therefore, as active partners in the care and education of children.

We look forward to the many conversations and opportunities we will have through our daily communication regarding your child's stay with us, we believe that this will be essential in the success of our program offered.

5 Orientation

It is very important for us that both you and your child feel welcome, comfortable and settled into our Centre, before commencing care. That is why we have developed a comprehensive and effective orientation process, ensuring that you and your child have a comfortable transition into our Centre.

Only under special conditions will we sign up your child without adequate orientation. Under no circumstances will we allow your child to commence care without all appropriate forms completed, including immunisation records, enrolment form and copy of birth certificate.

6 Record keeping

We require that your child's records are current and up to date at all times, please communicate any changes to the Centre manager via email or written letter, all updates must be in writing.

The following information is of particular importance:

- Your child's specific diet
- Allergies
- Address or phone number
- Immunisations records (dates please)
- Authorised persons
- Related court orders
- Work/mobile phone number

7 Safety

We view our Centre as a haven for children, we will take every precaution necessary to ensure the safety and well being of all children entrusted into our care.

Our desire is for your family to contribute to a safe and secure environment by ensuring that your child is accompanied by an adult at all times. Please also be mindful of always closing the Centre's doors and gates safely.

8 Signing in and out

Upon arrival and departure of your child, the attendance register which is kept on the sign in and out desk, must be signed and timed accurately.

9 Absences

Kids Active have a legal obligation to the commonwealth department of health and family services to record all absences of children who are in receipt of child care benefit within the Centre.

You have the legal requirement to notify the Centre in the event that your child is absent and provide a reason for each absence.

Please:

- Notify the Centre if your child is going to be absent; and
- State the reason why your child is absent e.g. Illness, rostered day off, holidays.

10 Allowable absence days

Child Care Benefit (CCB) is paid for up to 42 days of absence for each child per financial year. For additional information on absences please speak to our Centre manager.

11 Fees, accounts and receipts

Your accounts will be calculated weekly. Receipts are issued on request as your account has an accurate record of all payments made.

Fees are to be paid to Kids Active one week in advance for the duration of the child's enrolment. On enrolment parents/guardians will be required to pay a \$100.00 deposit fee (refundable when you leave the service and your account is paid up). One week's fee will be payable on the first day your child begins care. Enrolments for, or commencement of your child/children will not be accepted without these up-front payments.

In the event a family does not have a current child care assessment notice for child care benefit, full fees will be charged.

Payments can be made to the Centre using direct debit or direct deposit. The Centre preference is that payments are made via direct debit (Ezi Debit). Ezi debit forms will be provided.

A late fee will apply for children who are not collected by 18:00 pm. This will be billed at \$1.00 per minute for each minute after 18:00 pm. This fee will not be reduced by CCB and will be added to the family's account.

12 Overdue accounts

Our Centre manager encourages all parents/guardians with overdue accounts to discuss any complications they may have in meeting payments and make suitable arrangements to pay. If the agreed arrangements are not adhere to the following process will apply:

After one week overdue:

An email or physical letter reminder will be forwarded to the parent/guardian advising that the place may be cancelled in 5 days' time.

After two weeks overdue:

An email or physical letter advising that the place will be cancelled if the account is not paid in full or any agreed payment plans have not resumed. The email or letter will include a reminder that parents/guardians are encouraged to discuss payment difficulties and make suitable arrangements to pay with the director.

After three weeks overdue:

If no arrangements to pay have been made or kept, the place will be cancelled.

13 Cancelling care

In the event that you wish to cancel care, a two week's written notice to our Centre manager is required and must be given. During this time normal fees will apply.

If your child does not attend the Centre for more than two consecutive weeks without any notice (as described above), your booking will be automatically cancelled, and your child's place will be offered to another family on our waiting list.

14 Fee structure

Included in the fees is transportation from the Centre to school and from the school to the Centre, meals, snacks, and sun screen lotion.

If you require a quotation on the approximate cost of child care for your child after the child care benefit has been considered our Centre manager will be glade to assist.

15 Holding fees – public holidays/absence

We understand that you need a flexible child care service that is responsive to your family's changing needs.

The booking options available to families are full time, part time or casual. If full-time or part-time places are elected fees are still to be paid if public holidays falls on their normal day of care, and all other days of absence.

Parents/guardians should contact the Centre to advise of their child's inability to attend as soon as this is known.

Two weeks written notice is required if any alterations are to be made to full time or part time bookings.

We hope you understand that we may not always be able to coordinate the changing needs of families to accommodate all requests; however, we have a commitment to providing you with a flexible and responsive service, so you can be confident that we make every effort to do so.

16 Behaviour Management

Children are at all times encouraged to act in a manner which promotes harmony, wellbeing and respect for themselves, others and the environment. Stern punishment, smacking or debasement of children is not permitted, nor is any other form of punishment which may result in the humiliation or frightening of a child.

Children are guided positively towards more acceptable behaviour by being given choices which are acceptable, thereby promoting self-discipline as a learning experience. While pointing out the consequences of their actions, children must be taught gently and firmly to control their own behaviour. They must be given a minimum of clear guidelines as too many rules confuse. Reminders are given as memories are short as they develop these skills. Children are encouraged to settle their own disputes with positive adult guidance

Our Policies and procedures

We encourage families to peruse our Centre's policies and procedures which can be found in the office area and will be provided upon your request. We will appreciate your assistance as we review our policies and procedures annually.

Upon your request the following policies can be made available:

- The service practice and policy regarding delivery and collection of enrolled children
- The service procedures for managing the behaviour of enrolled children
- The service practice and policy regarding food, nutrition and dietary needs of individual enrolled children
- The service practice and policy regarding sun protection for enrolled children
- The service practice and policy regarding illness and infections, including any practice or policy relating to the exclusion of enrolled children suffering from a communicable disease
- The service practice and policy regarding the appointment of a person to act in place of the licensee or nominated supervising officer
- Emergency and evacuation procedures
- Procedures for dealing with concerns of parents; and
- The periods of time for which particular records are required to be retained under regulation 69, 71 and 72.

This information can be found in the Centre policy manual and will be brought to your attention during enrolment.

Our Medical Exclusion List

In this Schedule, medical certificate means a certificate of a registered medical practitioner. “Adapted from Staying Healthy in Child Care 5th edition.”

Condition	Exclusion of Cases	Exclusion of Contacts
Amoebiasis (<i>Entamoeba histolytica</i>)	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Conjunctivitis	Exclude until discharge from eyes has ceased.	Not excluded.
Diarrhoea	Exclude until there has not been a loose bowel motion for 24 hours.	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 the Secretary.
Hand, Foot and Mouth disease	Exclude until all blisters have dried.	Not excluded.
Haemophilus influenzae type b (Hib)	Exclude until at least 4 days of appropriate antibiotic treatment has been completed.	Not excluded.

Condition	Exclusion of Cases	Exclusion of Contacts
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 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 the lesion is weeping. Lesions to be covered by dressing, where possible.	Not excluded.
Human immunodeficiency virus infection (HIV/AIDS)	Exclusion is not necessary.	Not excluded.
Impetigo	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 until well.	Not excluded unless considered necessary by the Secretary.
Leprosy	Exclude until approval to return has been given by the Secretary.	Not excluded.
Measles*	Exclude for at least 4 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 unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility.

Condition	Exclusion of Cases	Exclusion of Contacts
Meningitis (bacteria - other than meningococcal meningitis)	Exclude until well.	Not excluded.
Meningococcal infection*	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving carrier eradication therapy.
Mumps*	Exclude for 9 days or until swelling goes down (whichever is sooner).	Not excluded.
Pertussis* (whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment.	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment.
Poliomyelitis*	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.	Not excluded.
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced.	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 there has not been a loose bowel motion for 24 hours.	Not excluded.
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced.	Not excluded unless considered necessary by the Secretary.

Condition	Exclusion of Cases	Exclusion of Contacts
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.	Not excluded.
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious.	Not excluded.
Typhoid fever (including paratyphoid)	Exclude until approval to return has been given by the Secretary.	Not excluded unless considered necessary by the Secretary.
Verotoxin producing Escherichia coli (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary.	Not excluded.
Worms (Intestinal)	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.

NOTE:

Where there is doubt about attendance, the final decision rests with the Manager, who may require a Doctor's Certificate.