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## PARENT INFORMATION

### **Welcome to Tiny Legends Child Care Centre – Where Values Matter!**

Management and Staff welcomes you and your family to our family owned and managed centre. We trust that your time spent with us will be a happy and fulfilling experience.

The purpose of this information booklet is to give you an insight into the philosophy, goals and routines within the centre. It will also explain our policies to help you in a smooth transition into the centre.

Staff are always available to answer any questions or respond to any concerns you may have during the orientation process and beyond. Please feel free to approach the staff at any time.

- We are open 52 weeks a year apart from gazetted Public Holidays.
- Hours of operation are from 6.15am to 6.15pm.
- We offer a variety of services for children aged 6 weeks – 12 years
  - Long Day Care
  - Before and After School Care
  - Holiday Club
  - Morning and afternoon tea, breakfast and late snack when required
  - Full nappy service
- Our fantastic new purpose built facility has
  - full air conditioning
  - state of the art security to ensure your child's safety
  - amazing outdoor playscapes including a water park!

#### **Our Philosophy**

The aim of any early education program is to equip children with the necessary tools to deal with life. We therefore strive to develop in each child the ability to –

- Feel confident
- Be independent
- Use his or her body skills
- Communicate well with others
- Learn to cooperate as part of a group
- Share and respect themselves and others
- Express themselves through speech, music and movement
- Observe, explore, question, reason and solve problems
- Share ideas and opinions
- Be eager for new experiences
- and of course – have fun!

We encourage parents to spend time at the centre where possible, and we aim to involve parents and the community in supporting our work in various ways. Parents are invited to participate in any aspect of our programs, thus gaining a greater insight into their child's development.

For young children to grow and develop they need a flexible environment without bias that provides opportunities to hear, see, touch and explore.

#### **Programs and Routines**

We aim to help your child become an effective learner by creating environments that are challenging and stimulating. The overall aim of our programs is to encourage your child to develop to the best of their abilities and to help them succeed now and in later years. Remember, children learn through play! We believe the value of play is of utmost importance to children, as it is their way of learning about their world. While children are playing they are able to express their creative abilities, release emotions and share their feelings with one another and their carers.

We offer an interactive environment where children can explore and experiment through play. Our qualified staff plan age-appropriate experiences which develop children's skills in all developmental areas, catering to individual needs and talents. Weekly programs are on display in each room for you to view. Activities are based on play experiences to allow children to naturally develop and have the opportunity to guide their own learning. Details of these activities and learning outcomes are documented in each child's file. Parents are encouraged to share information and become involved in the program to enhance their child's time at the centre. Suggestions and ideas are always welcome. Should you wish to view your child's developmental records, please discuss with your child's teacher so that we can arrange a suitable time.

Routines vary for each age group and are on display in each room. Routines allow times for individual play, small group play and larger group sessions. Children's language and literacy skills are further developed during these times as children are involved in story-telling, drama, poems and games. Music also plays a large part during these sessions as children are able to experiment with dance, song and exercise.

### **Our Staff**

Staff at Tiny Legends are chosen for their passion and commitment to their profession and to our philosophy of early childhood education. All staff are encouraged to continue their professional development through formal training and networking opportunities.

### **Holiday Club**

Holiday Club is planned for school aged children who attend the centre during school holidays. Activities included daily excursions, craft, sport, board games, cooking and much more.

### **Fees**

- Fees must be paid 2 weeks in advance.
- Payment options include cash, cheque, EFTPOS or regular debit from your credit card.
- Fees are payable for all enrolled days, regardless of attendance.
- 25% discount for holidays can be claimed for up to 4 weeks annual leave per year. If the child is away for more than 2 booked days in the child's booked week of attendance, this does not include public holidays. Holiday application forms are available from the office. Once completed please return to the centre director at least 2 weeks prior to holiday commencement. In the event of prolonged illness ie if the child is away for more than 3 booked days in their booked week of attendance, 25% discount may be applied once a medical certificate has been obtained.
- Late fees are charged if children remain in the centre after closing time.
- Two weeks notice is required when your child leaves the centre. All accounts must be finalised by this time as any outstanding accounts will be forwarded to a debt collection agency.

Our fee schedule is available on consultation with the centre director.

### **Child Care Benefit**

Child Care Benefit (CCB) is a payment made by the Commonwealth government to help families with the cost of quality child care. Eligibility is subject to an income test, which is administered by the Family Assistance Office (FAO).

Child Care Benefit is the responsibility of the parent. Information and forms can be obtained from the Family Assistance office on 136150.

### **Absences**

Parents are requested to phone the centre if their child is unable to attend their booked days for any reason. Notice is also required in the incidence of infectious or contagious diseases in the family.

Families receiving CCB are allocated 30 allowable absences for each child per financial year. Allowable absences can be taken for any reason. Once your child has reached 30 allowable absences, CCB is not paid and the full fee will be charged. Each child is however eligible to unlimited APPROVED absences for which CCB will be paid. Approved absences include –

- Illness (a doctors certificate must be provided)
- Non-immunisation
- Parents rostered days off (Stat Dec signed by JP required)
- Parents rotating shifts (Stat Dec signed by JP required)
- Temporary closure of a school or pupil free day
- Public Holidays
- Periods of local emergency
- Court orders or shared custody arrangements
- Attendance at Preschool

## **Signing your child in and out of the centre**

Each child must be signed in and out of the centre every day that they attend. This is a regulation and is compulsory. These records are used in the case of emergencies (eg. Fire evacuation) and also for the calculation of the CCB. If a child is away, ill or on holidays the corresponding days must be signed by the parents / guardians. Failure to sign for any booked day or absence will result in the removal of CCB deductions for that day therefore charging you the full fee.

On arrival at the centre you are asked to –

1. Document the time, sign and print your name on the sign in sheets provided
2. Present your child to the Group Leader in charge

On departure from the centre you are asked to –

1. Come into the room and greet your child
2. With your child, say goodbye to the Group Leader in charge
3. Document the time, sign and print your name on the sign in sheets provided

## **Collection of children**

No child will be released into the care of any persons not authorised and not known to team members. If team members do not know the person by appearance, the person must be able to produce some form of identification to prove that they are an authorised person as listed on the child's enrolment form. No child will be released into the care of a person under 18 years of age.

## **Health**

In order to minimise the spread of infection in our centre, children suffering from certain infections or illnesses are excluded from attending. If a child in the centre has a suspected infectious condition the parents will be contacted and asked to collect the child as soon as possible. Parents are encouraged to seek medical advice and contact the centre to inform them of the outcome. Children with suspected infectious conditions must produce a medical certificate stating that the child is fit to attend prior to returning to the centre. In the event of any infectious conditions within the centre notification will be given to all families outlining symptoms and exclusion times from the centre. A child will not be accepted into the centre if they are not well enough to participate in normal activities.

In the event that a child develops a high fever, every attempt will be made to contact the parent or guardian. Panadol can only be administered to a child if the appropriate permission has been given by the parent or guardian on the enrolment form. If Panadol is given, parents must sign upon collection of their child and documentation filed.

## **Immunisation**

Immunisation is not compulsory, however parents need to be aware that any child who is not immunised will be excluded from the centre in the event of any cases of vaccine preventable diseases. Parents should also note that non immunisation or failure to follow the immunisation schedule can potentially affect their CCB eligibility.

## **Medication**

If your child requires medication whilst at the centre, a medication form must be filled in by the parent / guardian. The medication must be accompanied by a prescription label or doctors letter which states who the medication is for, frequency of administration, and dosage. This includes over the counter medication such as Demazin, Dimetapp etc. Medication must be handed to a staff member and will be stored in a locked cabinet in the centre kitchen. Under no circumstances is any form of medication, medicated creams or other substances to be left in a child's bag.

## **Meals**

Nutritional and well balanced morning and afternoon teas are provided for all age groups. Menus are on display in each room for your information.

## **Communication with parents**

Information regarding your child's program is documented each day for you to view in their room. All age groups have on display a "what we did today" sheet. Younger children will have more detailed information available in the form of individual communication books which are located in your child's pockets. The communication books contain information such as food consumption, sleep times, toileting, nappy changes and your child's responses to the day's program. In the event that your child's teachers have been too busy with the children to complete these books this information is also available in the form of charts located throughout the room.

## **Rest Time**

Rest time is an essential part of the day's routine and is a requirement governed by the Child Care Regulations. Rest time allows children a quiet time to regroup from a busy morning. Children who do not sleep will be encouraged to read quietly and will then be allowed quiet activities such as books and puzzles.

## **Parent concerns**

Concerns or grievances will be taken seriously at all times and will be investigated immediately. Feedback and outcomes will be discussed with the person raising the concern within an appropriate time frame.

The following procedure should be followed to register a concern or grievance –

1. Speak with your child's Group Leader.
2. If not satisfied that steps have been taken to rectify your concern, please speak to the Director or Assistant Director.
3. If you are still not satisfied that your concern has been resolved, please contact the Department of Families.

## **Behaviour Management**

Children are encouraged to develop social skills that will allow them to resolve conflicts and meet their needs without the use of aggressive or destructive behaviours. Children are encouraged to respect themselves and others at all times. When team members guide a child's behaviour they will aim to provide the child with clear guidelines as to why a particular behaviour is unacceptable or inappropriate. Children will be given realistic limits to follow while in the centre. Room rules are on display in each room for you to view.

## **Clothing**

Parents are encouraged to dress children in play clothes that wash easily to enable them to participate in all activities. In choosing what your child should wear to the centre please consider the following –

- Your child will be working with messy materials such as paint, glue, water and sand. The centre does provide aprons for messy activities however these will not cover all areas.
- They will be climbing, running, jumping and swinging so they will need clothes that neither restrict their activity nor affect their safety (eg, slippery shoes, long skirts)
- They will need clothes which allow them to exercise their growing independence (eg. Pants that can come off easily for toileting)

## **Sun safety**

At Tiny Legends we practice sun safety as recommended by recognised authorities.

1. Children and staff must wear hats at all times when outdoors.
2. Parents are encouraged to put sunscreen on their child before they leave home or upon arrival at the centre.
3. Staff will repeat this procedure at the appropriate time in the daily timetable, before the children go out into the sun. The centre uses the recommended APF 15+ broad spectrum sunscreen.
4. An effective educational program will be reinforced throughout the year to teach the children sun safe habits.
5. Staff will maximise the use of outdoor shade areas in their program planning.
6. We promote the importance of parents, staff and voluntary helpers as role models in relation to sun protection strategies.
7. We will make available relevant information to parents about sun safety precautions, recommended by the QLD Cancer Council.
8. Parents are required to dress children in loose clothing which cover all their body (no bare backs or midriffs please).

## **Accidents and Incidents**

Our staff plan both the indoor and outdoor environment to promote safety and allow for maximum supervision.

In the case of an accident involving your child whilst at the centre, appropriately qualified staff will immediately administer first aid. If the injury requires further medical treatment, you will be contacted and a plan of action organised.

If a parent or emergency contact cannot be reached, the Director or person in charge will act on behalf of the parent and proceed with whatever medical treatment is required. A staff member known to the child will accompany them to the doctor / hospital and stay with them until a parent arrives. Documentation of the each accident or incident will be made, signed and kept on file.

## **What to bring**

To ensure your child can participate fully in the routine, please ensure that he/she has the following each day –

- hat (we recommend a broad brim or legionnaires style)
- shoes
- 2 spare changes of clothes
- spare socks
- spare underpants
- lunch
- drink bottle (water is provided)
- bottles – formula etc (if required)
- dummy (if required)
- sheet (cot sheet provided in nursery)
- towel
- swimwear – including swim shirt

## **A note about settling in...**

Each child is unique and will deal with new situations and environments in different ways. Some may breeze through with a carefree wave of the hand to Mum and Dad, while others may feel anxious and some separation anxiety. In order to minimise stress and make the transition as smooth as possible –

- we have developed a buddy system for older children in which we pair your child up with another child
- our staff are available and encourage you to regularly discuss how your child is adjusting to the centre
- settling in is tailored to suit the individual needs of each family
- we encourage staff to play an active role in gathering information from your family to determine you and your child's needs
- we encourage parents to spend time with their children in the centre
- we encourage you to telephone us throughout the day to check on your child's progress
- we assign a primary caregiver to play an active role in settling your child each day and help them to overcome any anxiety that they may feel
- we ensure that all staff are aware of each child's needs and work together as a team to provide continuity of care.