**INTRODUCTION**

We would like to welcome you and your child to our Grandma Rosie's Childcare Centre's. We hope you will enjoy your time with us.

This booklet contains information about the Centres. Please keep it handy for easy reference. If there is something you are unsure of please feel free to ask.

**ABOUT OUR CENTRES**

**GRANDMA ROSIE’S PRIMBEE**

The centre was purposely built in 2004 for a childcare centre. The centre has an Early Learning Room and a preschool room. The ages for these rooms are organised on a year to year basis. The Centre caters for 28 children per day aged between 2 - 6 years. We are open 50 weeks of the year and close for 2 weeks at Christmas time. We are open from 7.00 am - 6.00 pm Monday to Friday.

**GRANDMA ROSIE’S WOLLONGONG**

The centre has been established as a Grandma Rosie’s Centre from 2005. The centre has three rooms and the ages for these rooms are organised on a year to year basis. The centre caters for 34 children per day aged between 0 – 6 years. We are open 51 weeks of the year and close for 1 week at Christmas. We are open from 7am - 6.00 pm Monday to Friday.

**GRANDMA ROSIE’S DAPTO**

The centre was purposely built and opened in June 2012. The centre has three rooms and the ages for these rooms are organised on a year to year basis. The centre caters for 50 children per day aged between 0 – 6 years. We are open 51 weeks of the year and close for 1 week at Christmas. We are open from 6.30 am - 6.00 pm Monday to Friday.

**HOURS OF OPERATION**

The centres operate Monday to Friday excluding [Public Holidays].

Grandma Rosie’s Child Care Centre – Primbee 7am – 6pm.
Grandma Rosie’s Child Care Centre – Wollongong 7am – 6pm.
Grandma Rosie’s Child Care Centre – Dapto 6.30am – 6pm.

**ABOUT THE STAFF**

All centres employ a range of multi-skilled staff reflecting the Child Care Industry. This includes Early Childhood Teachers, Diploma Trained, Certificate Three Trained and trainees.

A display of the staff and qualifications are in the foyer for the parents to read.

Relief staff will be employed in the centre when necessary to comply with the laws and regulations.

**ENROLMENT PROCEDURE**

Upon enrolment you are required to complete a detailed enrolment form for your child. These must be returned before your child’s start date along with the child’s birth certificate and up to date immunisation history statement.

Please contact the Family assistance office on 136150 or [www.humanservices.gov.au](http://www.humanservices.gov.au) to register your child for child care benefit/ rebate. You will need to provide your family and your child’s reference numbers on the enrolment form. If you have not registered and you have not provided these numbers then full fees will be applicable. For further information regarding this process please see [www.mychild.gov.au](http://www.mychild.gov.au) or ask our office for parent information fact sheets regarding this.

**FEES**

**Administration Fee:** There is a yearly administration fee per family. Please check the yearly fee with the centre.

**Fees:** These vary between each centre.

All **fees** are to be **paid 2 weeks in advance**.

All fees will be receipted weekly. Preferred payment is by direct deposit or EFTPOS. Fees are payable on Public Holidays and during any absences including illness and holidays. Please notify the centre when possible when your child is away. If fees are in arrears you risk losing your child’s position. If you pick your child up after 6pm there will be a full day late fee charged.
WITHDRAWAL
Should you wish to withdraw your child from care or reduce days, you will need to complete a withdrawal form and two weeks notice is required. Please note full fees will be payable if you choose not to use the service in this two week period as child care benefit is unable to be claimed for care not used.

PRIVACY OF INFORMATION
Under the Privacy Amendment act 2000, all personal and private information collected by us cannot be disclosed to another party without your knowledge unless we are obligated to do so by law, such as The Department of Human Services, NSW Department of Education and Communities, Early Childhood Education and Care directorate and the Department of Social Services.

PRIORITY OF ACCESS
- First Priority: a child at risk of serious abuse or neglect;
- Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999’;
- Third Priority: any other child.

Within these main categories priority should also be given to the following children:
1. children in Aboriginal and Torres Strait Islander families;
2. children in families which include a disabled person;
3. children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold, or who or whose partner are on income support;
4. children in families from a non-English speaking background;
5. children in socially isolated families; and
6. Children of single parents.

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority.

AUTHORISED PERSONS
Please note staff will not release children into the care of any person who does not appear on the ‘Authorisation for collection’ authority on the enrolment form, unless emergency arrangements have been made with the certified supervisor. Identification will be required, such as a current drivers licence if the staff member does not know the person. Authorised persons must be over sixteen years of age.

LOST PROPERTY
The lost property container is located in the foyer. Please check this regularly for items, which may belong to your child. Please remember to label all items. Unclaimed items will be donated to a local charity or recycled.

TOYS FROM HOME
The children are welcome to bring a cuddly or security toy, which should be clearly marked with their name. We do not encourage children to bring toys to the centre, as we cannot accept any responsibility for these items, which could be misplaced or damaged. Guns and other aggressive toys are not permitted.

LOCKERS
A locker or a hook is allocated to each child. Please place the children’s bag in their locker. This locker gives the child the responsibility for their own belongings and to build independence ready for school. Parents are requested not to put the child’s belongings in a disposable plastic carry bag. Please ensure that all your child’s belongings are clearly labelled. Baby baskets are located in the nappy change room for parents to place their nappies for the day (Wollongong / Primbee)

REST
All children in the Infant Room and the Early Learning Room are encouraged to have a rest during the day. In accordance with the childcare Service Regulations no child will be forced to sleep against its wishes or needs. Beds are provided for the older children as per the licensing requirements. Preschool children that do no wish to sleep or rest are provided with quiet time activities. This can include drawing, puzzles, listening to tape stories, memory games and quiet reading time.
WHAT TO BRING

Your child should attend the Centre with the following items every day:

* Bag
* Change of clothes for all weather conditions
* Hat
* Comfort or cuddly for sleep time if needed.
* We will assist parents with toilet training; we only ask parents bring in appropriate clothing and underpants.

0 – 2 years (above included)

* Nappies - at least 5 for the day (Wollongong/ Primbee)
* Bottle and formula if required
* Dummy if required

ALL NEED TO BE LABELLED CLEARLY

CENTRE POLICIES AND PROCEDURES

The Centre has a detailed Policy and Procedures Manual, which was developed by the Centre management and staff. They help ensure the smooth running of the centre and provide appropriate rules and guidelines for Operation, Management and Staffing. This is located in the foyer, please refer to this at any time.

PROGRAM

To promote, develop, resource and manage a range of high quality children’s services that promote an environment that fosters security, peace and harmony for children, families and staff. We celebrate early childhood education and believe it forms the foundation for the development of skills needed for life.

Grandma Rosie’s dynamic, vibrant and inspiring program is based on the knowledge that children are natural learners, and that each child develops at their own pace. The Grandma Rosie’s program is flexible, individual and engaging. We aim to offer every child a rich and unique learning experience that will give them the best possible start in life.

At the heart of Grandma Rosie’s Childcare centre’s program is the Early Years Learning Framework. The Early Years Learning Framework is a guide which consists of principles, practices and 5 main learning outcomes. The Early Years Learning Framework covers all the interactions, experiences, activities, routines and events planned and unplanned that occur in an environment designed to foster children’s learning and development.

We use the framework as a base for planning programs for the children. The planning involves observing, gathering and interpreting information about children to inform the preparation of environments and experiences that engage them and that are meaningful to them. The evidence collected for each child’s developmental records are recorded into a portfolio.

The Early Years Learning Framework emphasises the power of play-based learning. Children learn so much through play. It allows them to explore, discover, negotiate, take risks, create meaning and solve problems – all the important foundations for developing literacy, numeracy and social skills.

At Grandma Rosie’s we believe that the learning outcomes can be achieved when working in collaboration with families and the local community.

At Grandma Rosie’s we provide an inclusive program and use the Inclusion and Professional support program. This program is currently used in our services to promote inclusive education and care for all children, including children with high support needs. This program helps increase the knowledge and skills of educators through providing professional development, advice and access to additional resources and inclusion support.

THE ROUTINE

Routine times are seen as an integral part of the daily program. Staff, in consultation with parents, are to adopt centre procedures for children's mealtimes, rest time, and toilet routines. These procedures are to reflect the needs of individual children in care, therefore it is expected that all children will not be doing the same thing at the same time. The needs of children will also be constantly changing; therefore the flow of the day allows for flexibility.

PARENT INVOLVEMENT

It is important for the children at Grandma Rosie’s to have the opportunity to understand, celebrate and accept that all families are different. At Grandma Rosie’s we want families to feel like a valued part of our centre and believe that family participation is vital and that we all learn from these experiences. Parent involvement establishes trust between parents and educators. The children in turn sense this trust, and feel more at ease in the centre. Parents in the centre are given the opportunity to become involved in a way that suits them best. This may be by taking part in fund-raising activities, helping out in the centre daily routine, assisting with centre maintenance, helping in the development of centre policies and menu’s, attending parent meetings, or interacting with children in activities.
PARENT COMMUNICATION

Parents are encouraged to openly discuss with staff ideas and issues that may arise; open communication is the key to a great centre.

Each child has a communication pocket located in the foyer. Newsletters, fee accounts and upcoming events information is placed into this pocket regularly. Families have the option of having newsletters and information emailed to them.

There is a notice board in the foyer with upcoming events, notification of infectious diseases in the centre and centre information. It is important for families to read all the memos and information regularly.

EMERGENCY PROCEDURES

All staff members hold a current First Aid Certificate, Asthma and Anaphylaxis training and all are aware of safety, accident and emergency Procedures. Emergency evacuation procedures are located throughout the centre and families are provided with a copy on enrolment.

In the case of an emergency, which requires urgent hospital treatment, an ambulance will be called and parents notified immediately of the situation. A member of staff will accompany the child to the hospital.

SUN CARE

When outdoors all children, educators and visitors who spend time at the centre will wear hats that protect the face, neck, ears and crown of the head. These include a legionnaire hat or a hat with a brim no less than 5 cm.

From October to March sun protection is required at all times. Educators schedule where possible, outdoor activities before 11am or after 3pm.

From April to September outdoor activity can take place at any time, however sun protection is required between 10am and 3pm.

All sun protection measures (including recommended outdoor times, shade, hat, clothing, and sun cream) will be considered when planning excursion and incursions.

Educators and children are required to wear sun safe hats that protect their face, neck and ears. A sun safe hat is

- Legionnaire hat
- Bucket hat with a deep crown and brim size of at least 5cm (adults 6cm)
- Broad brimmed hat with a brim size of at least 6cm (adults 7.5cm)

Note that caps or visors do not provide enough sun protection and therefore are not recommended.

The centre adopts a NO HAT-PLAY IN THE SHADE policy whereby children without hats remain covered in a shaded area during outdoor play.

BIRTHDAYS

This is an exciting time for a child so children are welcome to bring a cake and share it with the children. Due to allergies and special diets we ask that parents bring in ice cream cakes only. This eliminates any chance that a child will miss out on such a fun experience.

NUTRITION

Whilst in care the children are provided with nutritious and healthy foods. We provide-breakfast (if required), Morning Tea, Lunch, Afternoon Tea and a late snack. This food is nutritionally balanced according to Health Department Guidelines and the Average Daily Requirements. This means children receive at least 50% of their nutritional daily requirements whilst in care. The menus are displayed on the wall outside the kitchen.

If your child has special food requirements, e.g. allergies. This can be discussed with our cook and Nominated Supervisor. Such requirements are taken into account when planning menus.

Grandma Rosie’s Childcare Centre is a nut and egg free awareness centre.

MEDICATION

NO MEDICATION WILL BE GIVEN WITHOUT THE CONSENT OF THE PARENT/GUARDIAN. The medication authorisation form must be completed by the parents and must be checked prior to any medication being given. Medications will not be administered to a child unless prescribed and presented to the centre in the container in which it was dispensed, clearly labelled with the child’s name, date, dosage, instructions, expiry date and Doctor who prescribed the medication.

Any person delivering a child to the service must not leave medications in the child’s bag or locker. Medication must be given directly to an educator for appropriate storage upon arrival.

Children with a medical condition which requires long term ongoing medication are required are required to have a letter from the doctor outlining the specific requirements.
CHILD’S ILLNESS POLICY AND EXCLUSION FROM CARE POLICY

The main reason for excluding sick children is to:

- Minimise the risk of cross infection.
- Safeguard the welfare of children as sick children require intensive adult support and attention and this is not possible within the educator levels in service.
- Protect other children in the service, as the service does not have a designated area where children, who may be infectious, can be isolated safely and comfortably.

No child will be accepted for care if they show signs of the following indicators, as stated in our Centre Policy manual:

**TEMPERATURE**: Higher than 38.0 degrees

**DIARRHOEA**: An increased number of abnormal stools in the previous 24 hours. You will be contacted to pick up your child if they have two of these loose stools whilst at the centre on any given day.

**VOMITING**: One or more episodes of vomiting in the previous 24 hours.

**EYE/NOSE DRAINAGE**: Thick mucous (yellow to green in colour) or pus draining from the eye or nose.

**SKIN RASHES/SORES**: All unusual skin rashes/open sores need a doctor's letter of clearance before the child is admitted to the centre, to state whether they are contagious or not.

**APPEARANCE/BEHAVIOUR**: Child looks or acts differently; unusually tired, pale, lacking appetite, confused, irritable, and difficult to wake.

The nominated supervisor will not accept a child into care if they are not well enough to participate in normal activities.

A medical clearance for infectious diseases must be obtained from a medical practitioner and returned on your child’s first day back to school.

We have adopted guidelines as set out by the Department of Health (Staying Healthy in Childcare) and exclusion of a child will depend on these.

**IMMUNISATION**

Under the changes to the Public Health Act 2010 Child Care Centres must obtain documents from parents/guardians that show the child:

- Is fully vaccinated for their age, or;
- Has a medical reason not to be vaccinated, or;
- Has a conscientious objection, including religious beliefs, to vaccination or;
- Is on a recognised catch-up schedule if their child has fallen behind with their vaccinations.

All children who enrol at Grandma Rosie’s Childcare Centre will be required to provide an up to date copy of their Immunisation Record from the Australia Childhood Immunisation Register or one of the Exemption forms signed by a Doctor or Immunisation provider. When the already enrolled children have further immunisations, an updated copy will need to be provided to the centre.

For more information regarding immunisation please see [www.immunise.health.gov.au](http://www.immunise.health.gov.au)

To obtain a copy of your child’s immunisation history statement please see [www.humanservices.gov.au](http://www.humanservices.gov.au)

**PARACETAMOL**

At the time of enrolment, you are asked to sign a form authorising staff to administer the prescribed dose of Paracetamol to your child should they have a temperature of 38.0 degrees or above. Panadol will not be administered unless the centre holds a completed and signed ADMINISTRATION OF A PARACETAMOL AUTHORISATION

Educators will make an effort to notify the parent verbally at the time Paracetamol needs to be administered. If contact is unable to be made, then the Paracetamol will still be administered and the staff will continue to notify the parents until successful.

The prescribed dose will only be given once, and you will be asked to collect your child immediately.

The centre will provide Paracetamol. If you require an alternative paracetamol you are asked to supply this e.g. Nurofen.

**ASThma**

Any child diagnosed with asthma will require a management action plan written by the child’s Doctor. This action plan will be required on the child’s first day. The child’s asthma medication along with a spacer will need to be available at the centre whilst the child is in care. A risk minimisation plan will be developed with the family and the nominated supervisor to ensure all educators are aware of the child’s asthma triggers, signs and preventions.
ALLERGIES
Any child diagnosed with an allergy/anaphylaxis will require an action plan written by the child’s Doctor. This action plan will be required on the child’s first day. Any medication prescribed on the action plan e.g. Auto injector or antihistamine, will need to be left at the centre whilst the child is in care. A risk minimisation plan will be developed with the family and the nominated supervisor to ensure all educators are aware of the child’s specific allergens, signs of their reaction and what immediate treatment is required.

BEHAVIOUR GUIDANCE
Behaviour guidance at Grandma Rosie's Childcare Centre always encourages the individuality and confidence of children, and never lowers their self-esteem. Educators provide the children with support, guidance and opportunities to manage their own behaviour.

Educators use positive techniques of guidance, redirection and reinforcement and respect the importance of interactions and relationships between children, families and staff/educators. The educators promote realistic play and behaviour limits that guide children’s safety and security rather than curb their play experiences, curiosity or creativity.

EXCURSIONS
Excursions and incursions are great learning experiences and a valuable part of the centre’s program. We aim to participate in several excursion / incursions during the year. Parents are given written notice of the itinerary and written permission will be provided before the excursion/excursion. There is often a cost associated to cover entry fees and transport. The Department of Education and Communities set down regulations regarding child/adult ratios, which must be met before we can leave the centre. As such we ask for help from parents, volunteers and relatives. A risk assessment is also carried out before the excursion for families to view. If you do not want your child to participate in the excursion/incursion then there will be other supervised activities available.

PUBLIC HOLIDAY / MAKE UP DAY POLICY
For all days a child is enrolled at the centre their daily fee applies. This includes absences due to illness, holidays or Public Holidays. The centre will offer Make up Days for all Public Holidays to all families. These Make up Days are subject to the following conditions only.

- Only subject to availability, as our aim of the centre is to operate at full capacity make-up days will not always be available.
- Paid enrolments and Occasional Care take priority.
- A make up day for work related purposes take priority.
- All parents must understand that there may not always be an opportunity to make up all your Public Holidays i.e.: if the centre is running at full numbers and there are no vacancies
- When the centre is running at low numbers, i.e.: school holidays, the staff will offer days to parents to use as Make up Days and their usage is encouraged.
- Make-up Days expire before the next Public Holiday.
- Parents must have their fees up to date i.e.: Two weeks in advance as stated in Grandma Rosie’s Child Care Centre Policy Manual
- If a make day is refused by the parent when offered there may not be another opportunity to receive one.
- Make up days are not offered for illness or absences unless under individual emergency circumstances

WE HOPE YOU AND YOUR FAMILY HAVE A HAPPY ASSOCIATION WITH GRANDMA ROSIE’S CHILDCARE CENTRE

STRIVING FOR EXCELLENCE IN EARLY CHILDHOOD EDUCATION