

# GUARDIANS HANDBOOK



21 Lewis Jones Cross Stratton

Ph: 9250 7030

Email: [admin@strattonelc.com.au](mailto:admin@strattonelc.com.au)

Website: [www.strattonelc.com.au](http://www.strattonelc.com.au)

## OPENING HOURS

Open Monday to Friday 6.30am to 6.00pm

Variety of Sessions including full days and  
before and after school care

\*A minimum of 2 sessions per week required

**CLOSED ALL PUBLIC HOLIDAYS AND WEEKENDS**

This handbook was developed by staff and guardians in conjunction with the National Regulations, Quality Standards and our Policies and Procedures.

We hope this handbook will provide you with all the relevant information about our centre and answer any questions you may have.

Please feel free to come in and talk to our staff at anytime 😊

## **WELCOME TO STRATTON EARLY LEARNING CENTRE!**

We are a licensed and accredited long day Child Care Centre that provides quality child care to children aged six weeks up to the age of 12 years. We cater for 62 children within three playrooms;

|                                    |                    |
|------------------------------------|--------------------|
| <b>Babies</b> (Koala Room):        | 6 weeks – 2 years  |
| <b>Toddlers</b> (Kookaburra Room): | 2 years – 3 years  |
| <b>Kindy</b> (Echidna Room):       | 3 years - 6 years  |
| <b>Before &amp; After School:</b>  | 4 years – 12 years |

## OUR PHILOSOPHY

At Stratton Early Learning Centre we acknowledge the importance of early childhood experiences and provide a warm, friendly place which nurtures the needs and wellbeing of children in a safe, supportive and caring environment. We reflect on best practices and aim to provide care that gives our families that “home away from home” feeling.

We have respect for our families and support them when needed. We recognise that aspects of child care, family and community life are integrated and interdependent. Our educators are driven by the Reggio Emilia approach in education for the children that attend our centre.

We believe that play forms the foundation for children's learning and we will be guided by the Australian Early Years Learning Framework by providing learning environments indoors and outdoors that support positive outcomes for all children. We recognise that the family is the child's first and most important teacher. Parents are viewed as partners, collaborators, and advocates for their children. We invite parents to be involved into every aspect of the curriculum. Families are encouraged to participate in centre events and share in the decision making.

We assist children develop a sense of belonging by creating an environment where they can build connections with peers, staff, community and their natural environment. We strive to encourage children to be successful, competent and capable learners.

We believe that all children should be treated with equality, and their cultural and linguistic diversity embraced and acknowledged. We provide an environment that encourages this for all children, including Australian Aboriginal and Torres Strait Islanders.

We believe that a child's learning ability is enhanced by curiosity, exploration and social interaction. We offer a range of activity based play and learning experiences which are supported by the opportunities for the children to form a trusting relationship with the educators.

We encourage environmental sustainability by empowering people to take responsibility for making informed decisions towards a sustainable future, whereby we gain knowledge and understanding of the environment as it relates to our society. We pride ourselves on promoting and involving the children in water conservation, recycling, and growing seasonal foods.

Each child is given opportunities and provisions to develop a positive self-concept, while also learning to respect the needs of other children and adults; therefore we believe that positive guidance and limits enhance self-regulation, interpersonal relationships and safety. It is our aim to provide a loving, caring, nurturing environment that promotes each child's learning and development, self-esteem and individuality, whilst having a day that's also fun!

**ENROLMENT** of children into this centre follows the Australian Government Department of Education and Training guidelines. The guidelines can be found online at: <https://www.education.gov.au/priority-filling-child-care-places>.

Priority of enrolments:

- **PRIORITY ONE:** a child at risk of serious abuse or neglect
- **PRIORITY TWO:** a child of a single parent or parents who satisfy the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'
- **PRIORITY THREE:** Any other child

An enrolment fee of \$25.00 per family is required. This will be added to your first invoice for payment.

Along with your completed enrolment form you will need to bring your child's immunisation record, birth certificate and Medicare Card. Medicare Immunisation records can be uploaded into OWNA after each Immunisation. A copy will be kept on file. Information contained in your child's file will remain confidential. Please notify the centre staff of any changes to your child's enrolment details as they occur; telephone numbers, immunisation, new address or contact details plus any other relevant information that will assist staff in caring for your child.

Fees are charged two weeks in advance by Direct Debit.

Additional bookings, changes to current enrolments and holidays must be given in writing via email. If you wish to cancel or change your child's enrolment at any time, you will need to give the Director two weeks' notice in writing. Your child must attend their last day of attendance. If your child doesn't attend their final day, Centrelink will not pay childcare subsidy for all days after the last day your child physically attended the service.

Each year guardians will be asked to update their enrolment details to ensure our records are up to date.

**OWNA** - Upon enrolment you will be requested to download the OWNA app. This app is used for communication, recording children's learning, handover, uploading immunisation records, accident forms, medication forms, excursion forms and more.

**ORIENTATION** - When children first start attending child care there can be stress for guardians and the child. Our staff are here to make the transition from home to child care as smooth as possible for all concerned. We offer an orientation process that allows families to ease into child care slowly. Further information please talk to our Centre Coordinator or Room Leader in your child's room.

**PARENT & CARER PARTICIPATION** - Our staff value your input as we understand you play the major role in caring for your children. Your involvement within our centre will assist our staff in caring for children to meet individual routines and develop their skills within their own abilities. We encourage guardians to share information from home with staff which will be used to scaffold and enhance your child's learning. Staff will make themselves available to discuss your child's time at the centre. The Co-ordinator or Director can be available to discuss any child care issues you may have.

We are very interested in hearing about any special talents you or any of your family may have such as playing a musical instrument, gardening, cooking, artistic abilities, sewing etc... We enjoy having visitors who contribute with special experiences involving the children. Please talk to the Co-ordinator or Director if you would like to contribute in this way.

We also hold special events during the year such as Mother's day & Father's day. For information on upcoming events please see parent information board in the foyer.

## **CHILDCARE FEES - Please see child care fee schedule in centre's entrance foyer**

From 2 July 2018, Australia will have a new child care package providing more support for families. The package introduces the new Child Care Subsidy payment which replaces both the Child Care Benefit and the Child Care Rebate payments.

Please find some useful Q and A's on the new child care package below:

### **How will the new subsidy be paid?**

The subsidy will be paid directly to your child care service fortnightly, based on the attendance records (session reports) the service submits. You will pay any difference between the actual fee you are charged and the subsidy that is paid on your behalf.

### **When do we pay the centre for hours the subsidy doesn't cover?**

Child care fees are required to be paid weekly via direct debit which is currently through a payment gateway.

During the course of the year parents may be asked to pay extra fees; these fees will help towards providing your children's excursions, incursions and special events.

Parents who fall behind with payments of child care fees (more than two weeks) will be charged a late fee of \$5.00 per day until arrears are paid and this may also cause you to lose your child place in this centre. \* Under special circumstances alternative arrangements can be made with the Director.

### **When is the subsidy paid to the child care provider?**

Child Care Subsidy will be paid directly to providers in arrears, based on attendance records submitted by the centre. Providers will submit session reports generally within 14 days after the end of the week when care was provided, but they will also be able to submit at any time for payment processing.

Children are required to attend on their last day of care or Subsidy will not apply to unattended session. Subsidy will only apply until the last physical day of attendance.

### **Can I get a lump sum payment at the end of the financial year?**

The capacity to make end-of-year lump sum claims will not be available under the New Child Care Package. If you are uncertain about your income estimate, you are encouraged to consider making a claim for Child Care Subsidy. Your Child Care Subsidy percentage will be based on your estimated combined annual family income. Your actual subsidy entitlement will be worked out through an end-of-year reconciliation when your actual adjusted taxable income is known.

The easiest way to estimate your income is to base it on your previous year's tax return as well as any expected pay rises. Because some families are unable to estimate their income accurately, 5 per cent of your weekly Child Care Subsidy entitlement will be withheld. Following reconciliation, if you haven't received enough Child Care Subsidy based on your adjusted taxable income you will receive a lump sum payment. If you have been paid too much Child Care Subsidy, you will have a debt to repay.

**CHILD CARE RECORDS** - The child care centre has to store the following records as per Children Services Regulations:

Attendance Records – 3 years

Enrolment Forms – 3 years

Receipts for child care fees – 3 years

Excursion Forms – 3 months

Accident and Injury Forms – until the child reaches the age 24

**CHILD CARE POLICIES & PROCEDURES** - The staff are guided daily by the centre's policies & procedures which are important guidelines for how we care for children.

Our policies and procedures are reviewed annually and updated in consultation with The National Law and Regulations, National Quality Standards, The UNC Rights of the Child, Educators Code of Ethics, The Australian Guide to Healthy Eating, Dept of Health - Get up and Grow, NHMRC - Staying safe and healthy in childcare and Australia's Physical Activity and Sedentary Behaviour Guidelines. Families are encouraged to ask questions and assist staff in the reviewing of the centre policies each month. If you would like to be involved in the review process please see Kim our centre Coordinator.

A policy manual is located in our foyer, also available on the OWNA app. Guardians will be notified of updates to policies and procedures via OWNA.

**ARRIVALS AND DEPARTURES** - Please sign your child in on arriving and out when departing each day. You will find the sign in/out information in the foyer. This is a legal record of your child care usage. This is necessary to be eligible for the new Child Care Subsidy. It is the parent's responsibility to maintain a correct record of their child's attendance. Failure to do so could result in fees normally paid by the government being paid in full by the parent.

Please note: If you are going to be late collecting your child for any reason please contact the centre as soon as possible. Late fees of \$2.00 per minute apply, to cover the additional costs of staff wages.

Please be aware staff will only release a child into the care of the person(s) as stated on the child enrolment form (authority to collect). In emergencies, should you find you are unable to collect your child and no one on your enrolment form authority is available please contact the centre via telephone, to provide details of a nominated person (over the age of 18). You may be asked for security information and the person who is collecting your child will need to show Identification, this person may then be added to the authority to collect section of the enrolment form.

We kindly request non-working families if possible to collect their children before 5pm to allow the educators time to complete the closing procedures.

**ALLOWABLE ABSENCES** - A limited number of "days off" can be taken each financial year.

Under the Child Care Subsidy families will continue to be entitled to 42 absence days per child, per financial year, and may be entitled to additional absence days in certain circumstances (including illness of the child, a parent or sibling). You must provide a medical note for these days from a doctor. The Director will inform you as to how many allowable absence days your child has taken if you require. Parents are requested to pay normal fees for Allowable Absence days taken.

**HOLIDAYS** - If you wish to book holiday leave and have the centre hold your child's place in child care please complete a holiday form, giving at least two weeks' notice.

For children attending full day sessions, holiday leave is charged at the holiday rate shown on the child care fee structure notice which is displayed in the foyer. For children attending other sessions, full fees will apply.

**Normal sessional fees will apply on public holidays and absences including illness.**

## WHAT YOUR CHILD WILL NEED

**BAG** - Please provide a named bag to keep your child's belongings in while at child care; a special space will be allocated to your child to store their bag.

**CLOTHING** – We suggest your child wears comfortable and safe clothing that may get messy! Please be aware of climate changes when dressing your child for child care. Please provide two spare changes of clothes for your child each day. Please do not send your child in singlets or strappy clothes as shoulders must be covered at all times. Raincoats and or waterproofs can be left at the centre in wet weather

**HAT** – Your child needs a hat for outside play. We suggest a bucket hat or a legionnaire style hat to ensure shade from the sun.

**SHOES** – Children need safe footwear (NO thongs) especially for outside play when climbing on play equipment as we want your children to have fun and play safely. Gumboots can be left at the centre in wet weather.

**FORMULA MILK** – If your child is on formula milk please supply the centre with an unopened tin of formula and plastic baby bottles (No glass bottles please)

**DRINK BOTTLES** – for water as children are encouraged to drink water throughout the day. Your child's drinking bottles will be sent home in their bag every day.

**NAPPIES** – if your child is wearing nappies please supply at least six disposable/cloth nappies per day, plus wipes, creams etc. We encourage the use of pullups for toilet training children. If supplying cloth nappies and or reusable wipes please supply a Laundry wet bag (to be washed at home).

If your child has a dummy or other comforter such as a favourite toy or blanket for sleep time, please bring to child care.

To help us ensure each child's health and safety, please DO NOT bring lollies, toys or small parts such as coins, stickers etc. from home.

Clearly mark the child's name on all belongings including clothing, shoes and drinking bottle.

**SUN PROTECTION** - Stratton Early Learning Centre is a SunSmart centre. To ensure children are protected from skin damage caused by the sun's harmful ultra violet rays staff will apply SPF50+ sunscreen to each child during the day. Children will be encouraged to wear hats and appropriate clothing to cover shoulders and drink plenty of water. Staff will also set up play equipment in shaded areas.

Sunscreen is available in the foyer should you wish to apply sunscreen to your child.

If you wish to bring in your own sunscreen please advise a staff member.

A copy of our Sun Safety policy is located in the foyer.

*If you have any objections, please see the Director or Co-ordinator.*

**BIRTHDAYS AND CULTURAL CELEBRATIONS** - Birthdays are special times for all children and we are happy to celebrate your child's birthday. We will provide cupcakes for this occasion. In keeping with food regulation any food provided to the centre by a parent must be purchased ready-made ie birthday cake. Please let staff know if you do not wish your child to participate in this celebration.

If there are any other special events in your family life that you would like us to acknowledge at the centre, please let staff know.

**MEALS & MEAL TIMES** – The centre encourages children to have breakfast before they attend the centre. However, in exceptional circumstances the centre will serve breakfast between 6.30am and 7.00am if provided by the parent, Progressive Morning Tea starts at 9am, Lunch is served at approximately 11am, Progressive Afternoon Tea starts at 2:15pm, A Late Snack is provided after 5.00pm.

Meal times are an enjoyable and a social occasion for children to learn independence skills. Nutritionally balanced and attractive meals and snacks incorporating foods from different cultures are provided. Our menus are especially designed to provide at least 50% of your child's daily recommended nutrition intake. Our menu's limit salt, sugar and fat while maximising nutrition from fresh seasonal produce. The weekly menus will be on display by the kitchen entrance for parents to view at any time. We will make every effort to provide a diet that suits your child's needs.

Guardians are encouraged to provide feedback about our menus and are welcome to make menu suggestions.

**BEHAVIOUR MANAGEMENT** - Children's behaviour is always guided positively at this centre. Staff are all trained to use "123 Magic" which is a positive /emotional child behaviour management method. This means that children are always encouraged to interact in a positive manner. Staff provide encouragement to children by demonstrating and role modelling what is expected, for the child's age. Positive language and strategies which support a child's confidence and self-esteem are used. Harsh discipline and smacking are **not permitted** under any circumstances at this centre.

The Director has the right to cancel a child's enrolment at the centre if the child is causing harm to staff or other children.

**INCLUSION SUPPORT** - Stratton Early Learning Centre is committed to supporting children and their families with additional needs. Staff will work collaboratively with children, families and external agencies to act in the best interests of each child. To find out how Stratton Early Learning Centre can support your child please ask our centre Co-ordinator for more information.

**ALLERGIES** - Parents need to inform the centre in writing of any type of allergies or dietary needs that their child may have. Parents of children that need medication for allergy reactions will need to supply the centre with a **Medical Action Plan** signed by the child's doctor. A trained First Aider will always be onsite.

**HEALTH** - Under health regulations we are not permitted to accept any child with obvious signs of ill health that may be passed on to other children. Staff reserve the right to send home any child showing signs of a contagious or infectious disease or illness. Children who have been prescribed antibiotics are to be excluded from the service for 24 hours from the first dose. This is due to the increased risk of an allergic reaction during this time.

If a medical emergency occurs to your child while at the centre guardians will be contacted as soon as possible and medical assistance will be provided for the child. Accident, Incident and Injury forms will be provided to parents. If a child needs an Ambulance. The Nominated or Certified Supervisor will be responsible for phoning for an ambulance to attend and will choose an experienced educator to travel in the ambulance to hospital with the child. Any costs occurring for the ambulance will be paid by the parents.

**UNWELL CHILDREN** - To prevent the spread of disease, children displaying the following symptoms should be excluded from attending the service until receiving medical clearance from a GP.

- ❖ Consistent runny nose
- ❖ High temperature (38 or above)
- ❖ Diarrhoea
- ❖ Red swollen or discharging eyes
- ❖ Vomiting
- ❖ Rashes

**MEDICATIONS** - It is our policy that *MEDICATION* will be only given to children if parents complete the centre's Medication Form on OWNA. Over the counter medications such as Panadol or cough syrups also require a parent to complete a medication form. Over the counter medications will be monitored and only given as required on the label or unless a doctor's letter is provided. Prescribed medications will only be administered if they have been prescribed in your child's name. Medications must not be kept in your child's bag. Please hand any medication to the Room Leaders. It is the guardian's responsibility to remember to take your medications upon collection of children each day.

**IMMUNISATION** - Proof of your child's immunisation is required upon enrolment. To be eligible for the Child Care Subsidy under the new childcare package guardians must have their children immunised or apply for an exemption. Immunisation is freely available to all children in Australia at your local medical centre or child health clinic. For further information please see Director. Please provide updated immunisation details when changes occur on OWNA.

**CHILDREN'S EDUCATIONAL PROGRAM** - Child care staff at the centre are trained and experienced in Early Childhood Education and Care.

Our centre uses the "Early Years Learning Framework" (EYLF). The EYLF includes a range of active and quiet activities, indoor and outdoor play, whole group and small group learning experiences and structured and unstructured learning times whilst focusing on each child as an individual learner.

In our Kindy room we include a "**School Readiness Program**" which assists children learning skills so they are ready for transitioning to BIG school 😊

Whilst visiting our centre please ask to see your child's learning journey, which will include your child's artwork, learning stories, anecdotal records etc. We will also update you on your child's learning via OWNA

For further information please talk to the room leader caring for your child.

**PARENTS OR VISITORS ARE NOT PERMITTED TO SMOKE OR DRINK ALCOHOL IN THE CHILDCARE CENTRE BUILDING OR CARPARK.**

**Child Care Centre's are licensed through the Department of Local Governments and Communities – contact details below:**

**Education & Care Regulatory Unit address:  
1<sup>st</sup> Floor, 111 Wellington Street West Perth WA  
Phone: 6210 3333**





## Stratton Early Learning Centre Grievance/Complaints Procedure Flow Chart

Raise the issue directly with staff member involved  
If you are unable to resolve your issue, follow the next step

Discuss the issue directly with the Room Leader  
If you believe your issue remains unresolved, follow the next step

Report issue to Nominated Supervisor. This can be verbal, in writing or both. The Nominated Supervisor will investigate the issue and will collaborate with all parties to resolve the issue satisfactorily. The Nominated Supervisor may put in place strategies to ensure the issue is reviewed, organise further meetings, training etc to support staff, children and families involved. The Nominated Supervisor will document and report outcomes to all parties. Complaints can be made in writing to: Stratton Early Learning Centre, 21 Lewis Jones Cross Stratton WA 6056  
Tel: 9250 7030 or Email: [admin@strattonelc.com.au](mailto:admin@strattonelc.com.au)  
Should the issue remain unresolved, follow the next step

Notify the Director/Owner of the service. Further investigation will take place and all steps previously taken reviewed. A meeting may be arranged with all parties to reach a resolution. External Agencies and The Regulatory Authority may be consulted at this stage. Should the issue remain unresolved, follow the next step

Report the issue to the Education and Care Regulatory Unit  
111 Wellington Street, East Perth, Perth 6000  
PO BOX 6242 EAST PERTH BUSINESS CENTRE EAST PERTH WA 6892  
**Phone** (08) 6551 8333, FreeCall 1800 199 383 **Office Hours**  
Counter and phone inquiries: 9.00am to 5.00pm, Monday - Friday