



# Parent Handbook

49 Wallace Street, Newtown QLD 4350 Phone: 07 4638 1000

Email: [hello@learningpathwayschildcare.com.au](mailto:hello@learningpathwayschildcare.com.au)

Web: [www.learningpathwayschildcare.com.au](http://www.learningpathwayschildcare.com.au)





## Welcome!

Dear Families,

Welcome to Learning Pathways Child Care Centre and Kindergarten.

We appreciate that the selection of a child care centre can be a very difficult decision and we are delighted that you have chosen to enrol with us. We understand that the early years are very important for your child's development and we aim to provide every child with the best educational experience in a warm, stimulating, homely and enjoyable environment.

Our dedicated staff are here to provide you with high quality care every day by focusing on each family and child as an individual and by working in partnership with families we are able to ensure that every child receives the best possible care and educational experience.

Please know that you are welcome in the centre at any time and staff are always available to discuss any of your concerns or needs should they arise.

This Parent Handbook contains information that will help every family become more familiar with the centre policies and procedures. If you would like more information, please refer to the full Centre Policy folder in the foyer or see your centre Director. If you have any questions or queries regarding the centre or its day to day running practices please speak with Susan (our Nominated Supervisor), Kaitlyn (our Administration Officer, a loving staff member or Katrina (our centre owner).

We look forward to seeing you around the centre soon.

Kind Regards,

The Learning Pathways team.



# 1 CENTRE PHILOSOPHY

---

At Learning Pathways Child Care Centre and Kindergarten we provide high quality care for all children. Every child is treated equally and we ensure each child benefits from the caring, secure and nurturing environment of the centre. We treat children as unique individuals and encourage them to develop at their own pace through exploration and discovery of their environment and the people around them. We foster every child's development through child initiated and interest based opportunities. We provide appropriate resources for this development to occur.

The centre promotes community awareness and support of the child care centre through effective networking with children, staff, families and members of the community. We support and encourage open communication with families and ask them to share their ideas, values and expectations. We invite families to be involved at the centre and promote an open-door policy.

Learning Pathways Child Care Centre and Kindergarten will, at all times, ensure the high quality of care provided supports and respects every child, staff member, family and the community as a whole.

## **In relation to children we believe:**

- Every child needs a sense of belonging within our centre. All children have a voice and play an active role in their own learning and development.
- Children need to be valued as individuals, within the context of their selves, their families and their communities
- That play is the way children learn, develop and grow
- Children require an environment that acts as a third teacher and that is rich in resources that will promote exploration and play
- Children must have endless opportunities to express themselves and their ideas. Learning should be holistic and develop the whole child
- Children should play an active role in their learning to shape their own identities
- Children are able to learn through experiences of touching, moving, listening, seeing and hearing
- Children deserve the right to be respected and to experience warm and positive interactions in a safe surrounding

## **In relation to families we believe:**

- That families are a child's first teacher and are viewed as partners/ collaborators and advocates for their children and that their role is highly respected



- Families are to be involved in the curriculum and that this will encourage partnership and connection between the child, family and centre.
- All families are individual and we encourage families to share their culture, language and home experiences with the centre
- All communication and practices should respect family cultural backgrounds and promote understanding of differing beliefs or attitudes
- Families are key decision makers and are consulted with regard to relevant issues and policies

#### **In relation to educational programs and practices we believe:**

- That by working with and linking our educational programs to the Early Years Learning framework, Queensland Kindergarten Guidelines, our philosophy and goals we can offer the best possible learning opportunities for each child
- Our programs are an innovative and inspiring approach to early childhood education which values children as strong, capable and resilient. Every child brings with them a deep curiosity and potential which drives their interest to understand the world and their place within it.

#### **In relation to our community we believe:**

- In striving to be a centre of excellence for and within our community
- In valuing and utilising the diverse talents, knowledge and experiences of the community for the children, staff and families of the centre
- It is necessary to best practice to promote networking with other people and services within the community
- In acting as social advocates for the children by helping the broader community understand the importance of early childhood

#### **In relation to staff we believe:**

- In providing quality care always
- In staff members working together in achieving common and centre goals
- The centre must encourage staff to attend in-service training, external workshops and professional development courses
- Staff praise, role model and reinforce appropriate behaviour
- In providing enriching experiences and encouraging and promoting learning and development through going observations and evaluations
- Staff are required to be involved in evaluations and decision making of the centre to help ensure the centre is a high-quality service



## 2 ABOUT US

---

Learning Pathways Child Care Centre and Kindergarten is owned and operated by a family with many years of knowledge and understanding of high quality child care facilities. Our main centre owner, Katrina, has worked within the industry for 17 years and believes in providing exceptional care to every child and high levels of support to every family and the community as a whole.

Our centre Nominated Supervisor, Susan, is a passionate Early Childhood Educator with a background in providing holistic based care at a level of excellence. Susan is available for all families and the community and looks forward to speaking with you.

Learning Pathways Child Care Centre and Kindergarten is open 52 weeks of the year from 6am-6pm, Monday to Friday and is only closed for Public Holidays. Our centre is approved to care for children from 6 weeks of age through to school children. Learning Pathways Child Care Centre and Kindergarten is a proud provider of the Kindergarten program with a Bachelor Qualified Teacher working every day in the Kindergarten room.

## 3 CURRICULUM/ PROGRAMS

---

Our centre curriculum is based around the Early Years Learning Framework (EYLF) and the Kindergarten Guidelines. Educators take a child initiated approach to learning and planning for each child to meet the individualised needs of each child and the group as a whole. We value every child as strong, capable and resilient; rich with wonder and knowledge. We believe every child brings with them a deep curiosity and potential and this innate curiosity drives their interest to understand their world and their place within it.

Our curriculum is inspired by the fundamental principles that:

- ★ Children are capable of constructing their own learning- they are driven by their interests to understand and know more
- ★ Children are communicators- There is a strong focus on collaboration, working in groups where each child is valued for their thoughts and questions and project work.
- ★ The Environment is the third teacher- we recognise the environment for its potential to inspire children. We promote an environment filled with natural light, order and beauty
- ★ As adults we are mentors and guides- our role is to observe, listen, explore interests and provide opportunities



- ★ We emphasise on documenting children's thoughts- we carefully display and document children's progression of thinking
- ★ We believe in the hundred languages of children- children use many different ways to show their understanding and express their thoughts and creativity.

Parents, families and community member's ideas and input are always welcome and encouraged to assist in children's learning and planning. Children's individual profiles are available for viewing at any time and interviews with teacher are available upon request.

## 4 KINDERGARTEN PROGRAM

---

Learning Pathways Child Care Centre and Kindergarten is a proud provider of an approved Kindergarten program which is designed to meet government guidelines to support children's participation in quality early childhood education. Our centre provides a Bachelor Qualified Teacher daily and receives funding to support our Kindergarten program with all funds being provided to the centre to implement programs and training to ensure excellence in care. Our Kindergarten program has a minimum 2-day attendance policy.

The play-based learning of an approved kindergarten program helps children:

- prepare for school
- develop a love of learning
- make friends
- develop skills useful for life.



## 5 ORIENTATION AND FIRST DAYS

---

We strongly encourage families to visit the centre at least once with their child to participate in an orientation process and spend time within the room prior to commencement. This will allow for a transition period for every child to feel safe and secure within the centre and meet their fellow friends in the room and have the opportunity to meet the educators and familiarise themselves with the room. Please take the opportunity to speak with the room educators at this time to ask any questions or further discuss your child's routines and needs. We believe your child will feel safe and secure if you have a good relationship with the educators and they can feel your trust with them.

If you can it is always lovely to ease your child into care on their first day. Please arrive early and take some time to read a book, play together with other children or simply be available for your child whilst they explore. When the time comes to leave please advise an educator who will be available, advise your child that you are leaving and will return later. Please do not hesitate to

call during the day to check on your child, we are always happy to provide an update and answer any questions. Should a child become distressed due to separation we will advise you and make a plan for settling. Our aim is to ensure every child and family is positive and excited about their day at the centre and we look forward to working together to achieve this.

## 6 ABSENCES AND HOLIDAYS

---

If your child is unwell, please keep them home to ensure they are comfortable and closely monitored. Please let us know that your child will be away so we know you are safe and well. Families receiving CCB are allocated 42 absent days per financial year. These absent days can be taken for any reason. Absences can be approved and not contribute to the 42 days:

- ★ If a doctor's certificate is provided
- ★ If a child is excluded for an infectious disease
- ★ For Public Holidays
- ★ For Court ordered shared custody
- ★ For rostered days off or rotating shift work
- ★ For a period of local emergency
- ★ For exceptional circumstances



Our centre provides holidays rates at 50% off the normal fee for all Public Holidays and for 4 weeks a year per child when they are on holidays and complete the register in the foyer 2 weeks prior to taking holidays. These holiday fees are only paid if the families account is up to date.

## 7 CHILD CARE BENEFIT AND CHILD CARE REBATE

---

You can get CCB if you are a parent, relationship parent, foster parent or grandparent with a child in your care who is attending a child care service which is approved to receive CCB on your behalf, which includes Learning Pathways Child Care Centre and Kindergarten. You must meet certain requirements to get CCB.

The Child Care Rebate is a payment from the Australian Government that helps working families with the cost of child care. To be eligible for CC you must be using CCB approved care and meet the work, study, training test.



Please visit [www.humanservices.gov.au](http://www.humanservices.gov.au) or call the Family Assistance Office on 136150 for more information regarding approval for Child Care Benefit or speak with Susan or Katrina who can assist.

## 8 PRIORITY OF ACCESS

---

Learning Pathways Child Care Centre and Kindergarten endeavours to book your child at the centre as required. However, the Government has a specific Priority of Access policy that all child care centres must adhere to. They set out the following three levels of priority, which child care services must follow when placing children at a centre:

Priority 1- a child at risk of serious abuse or neglect

Priority 2- 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*

Priority 3- any other child.

## 9 EDUCATORS, STUDENTS AND VOLUNTEERS

---

Learning Pathways Child Care Centre and Kindergarten is proud to have exceptionally qualified staff for every position. We exceed the requirement for minimum qualifications within the centre and participate as required in additional health and safety training including First Aid, CPR, Asthma and Anaphylaxis, Child Protection, Fire and Food Handling. All educators, students and volunteers must hold obtain a working with children blue card prior to commencing within the centre and complete a detailed orientation to ensure the safety of themselves and the children at all times.

Learning Pathways Child Care Centre and Kindergarten encourages, provides and allows additional staff training and professional development courses. The encouragement of these additional learning programs promotes staff passion and knowledge and ensures our centre is always providing the most up to date information along with the highest quality of care.

## 10 NUTRITION AND CENTRE MENU

---



Children in their first five years of life are developing rapidly and require a nutritious and safe diet for their intellectual, behavioural and physical development. Education and fun learning activities in relation to healthy eating are also important for children's development.

The centre provides food prepared fresh on premises daily by our qualified cook and nutrition education that is consistent with national dietary guidelines for children, adolescents and national infant feeding guidelines, state regulations, food safety principles, and that is appropriate to their age, cultural background, religion or medical needs.

At Learning Pathways Child Care Centre and Kindergarten we will:

- Role model healthy eating and activity throughout the day to all children and families;
- Promote the five key Munch and Move messages to promote healthy, active habits in children from a young age;
  1. Choose water as a drink
  2. Eat fewer snacks and select healthier alternatives
  3. Eat more fruit and vegetables
  4. Get active for an hour or more each day
  5. Turn off the television or computer and get active
- Support families in educating their children about healthy food choices.



A copy of the centre menu is available in the hallway at all times and a copy is available for parents in the office. Children are provided food which is appropriate to their age and younger children will be introduced and transitioned through food stages as directed by their families.

## 11 PAYMENT OF FEES

---

Learning Pathways Child Care Centre and Kindergarten accepts ezidebit as a payment method. The centre pays the transaction fee for bank, visa and MasterCard debits with fees charged to the family for AMEX transactions. All payments are taken weekly on a Friday; accounts are also needing to be paid 1 week in advance at all times. Should you not have sufficient funds please advise the centre the day prior to your debit so we can cancel and resubmit your debit. Should your account have insufficient funds a fee of \$15 may be charged to your account for administration fees.

Fees are payable for all booked days including absences (this includes Public Holidays which receive a 50% discount when fees are up to date). If fees are not kept up to date your placement at the centre may be cancelled without notice.



## 12 DELIVERY AND COLLECTION OF CHILDREN

---

It is the responsibility of staff and families to ensure the safe arrival and departure of children at Learning Pathways Child Care Centre and Kindergarten and the completion of statutory of documentation. Practical and safe approaches promote a smooth transition between home and the centre, assure the completion of the required records for claiming of the Commonwealth Child Care Benefit and confirms children's presence or absence from the centre. This ensures the child's arrival and departure at the centre continues their safe care and custody.

It is a requirement that all children are signed in and out of the centre on arrival and departure. Only an authorized person may collect the child/ren. When doing this the authorised person must complete the sign in and out sheet with the time, their full name and signature. Where or authorised persons have not signed in a staff member will note that the child is in attendance or absent. Families will be reminded to complete this record.

Upon closing staff members verify all children have signed out of the centre. If a child is not signed out educators will check all areas of the centre to ensure no child remains. This will be confirmed via the closing procedure.

Late fees will be incurred by parents who pick their child up after the centre closes at 6pm. Fees will be charged as follows:

- \$20 for the first 10 minutes, or part thereof
- \$2 per minute after the first 10 minutes

## 13 WHAT TO BRING

---

<b>Younger Children</b>	<b>Older Children</b>
<ul style="list-style-type: none"><li>• Bottles/ Formula/ Breast Milk</li><li>• Bottle or cup with water</li><li>• Any comforters</li><li>• Cot sheets and blanket</li><li>• Spare clothing</li></ul>	<ul style="list-style-type: none"><li>• Sheets and blanket</li><li>• Spare clothing</li><li>• Water bottle with water</li></ul>

## 14 CANCELLATION OF CARE

---

A minimum of 2 weeks written notice must be given to end a child's booking at the centre. Full payment of the child's account must be made when giving notice to ensure a smooth transition.

Failure to give notice will result in full fees being charged for 2 weeks in lieu of notice.

If a family is experiencing exceptional circumstances this can be discussed with the Susan or Katrina to try and come to a mutually satisfying agreement.

If at any time a family is in breach of Learning Pathways Child Care Centre and Kindergarten policies or are deemed to be a threat or concern to any children, staff or the centre in general they may be asked to leave the centre immediately. If this occurs a Learning Pathway Child Care Centre and Kindergarten representative will contact the family to inform them of this decision. Any outstanding fees will be forwarded onto the family for payment.



## 15 FAMILY COMMUNICATION AND PARTICIPATION

Family participation in our centre is an important part of making the service a true part of the community and creating an environment that is welcoming and inclusive and supports a sense of belonging for children, families and educators.

Learning Pathways Child Care Centre and Kindergarten:

- Welcomes and facilitates family participation and open communication in the service by encouraging families to engage with their children's education and care. Families are invited to assist with projects and attend social gatherings. We have an open-door policy for families.
- Values the input of families, educators and the wider community to help create service that meets the needs of the children who attend the service.
- Encourages open communication, through the enrolment and orientation process, policy review, feedback forms, the daily program, documentation, formal and informal meetings, emails and conversations.

## 16 GRIEVANCES

For parents/ legal guardians and family members to have confidence in the quality of care provided by their centre it is very important that they are aware of their ability to influence the nature of the service. Therefore, we believe that families have the right to voice their concerns and opinions. Should you have any concerns please speak with educators and Susan at the



centre to assist you. For further discussions or concerns please contact Katrina on 0402647657 or [hello@learningpathwayschildcare.com.au](mailto:hello@learningpathwayschildcare.com.au) . We also welcome positive feedback!

Should you continue to have concerns or wish to further address any matters please contact our local Office for Early Childhood Education and Care .

## 17 ALLERGIES, MEDICAL CONDITIONS AND ADDITIONAL NEEDS

---

Please advise on your enrolment form of any allergies, medical conditions or additional needs to allow Susan or another educator to discuss your child's needs and arrange any additional information. Learning Pathways Child Care Centre and Kindergarten is an inclusive child care centre and we look forward to supporting every child and family.

## 18 REST AND SLEEP TIMES

---

Learning Pathways Child Care Centre and Kindergarten acknowledges each individual child's need for sleep and rest. We actively attempt to meet these needs to the best of our ability. We understand that effective rest and sleep strategies are important factors in ensuring a child feels secure and safe in a child care environment. Children at the centre are encouraged to rest or sleep where required. Should you wish for your child not to sleep please speak with Susan and the individual educators within their room.

## 19 HEALTH, SAFETY AND HYGIENE

---

Learning Pathways Child Care Centre and Kindergarten provides clean, safe spaces for every child to learn and grow within. Unfortunately, children can become unwell and during these times we follow the 'Staying Healthy in Child Care- 5<sup>th</sup> Edition' recommendations.

One of the most important strategies for preventing the spread of infectious diseases and germs is effective hand washing. Educators and children are required to effectively wash their hands frequently throughout the day. Families and visitors to the centre are asked to use hand sanitizer on arrival and departure and as required during their visit.



When the centre is notified of a case of illness or condition that is deemed to be infectious, parents will be notified by signs and information sheets around the centre and via email. If the case is serious parents will be contacted and notified verbally.

Privacy laws and Learning Pathways Child Care Centre and Kindergarten policies prevent any centre from supplying families with the information of children who are, or may be infected.

If your child has experienced vomiting or diarrhea they must not return to the centre for a minimum of 24 hours after the last episode.

Please be aware that we consider head lice to be an infectious disease and children will be asked to not return to the centre until the head lice have been removed.

## 20 MEDICATION

---

Administering medication to children at the request of their parents is a task that requires attention to detail, meticulous record keeping, team work and common sense.

On request prescription medication can be administered to a child whilst in care. Parents/ Legal Guardians are required to fill out the appropriate Medication Permission Form when arriving at the centre. The form must be completed entirely and correctly. Medication is to be delivered directly to a staff member, upon completion of the Medication Permission Form, so the medication can be stored correctly and the following can be checked:

- Child's name appears on an appropriate Chemist label on the medication
- Date of medication expiry
- The date and time the medication was last administered and if the requested administering time at the centre is of a time frame that is acceptable from the medication instructions (Appropriate time between doses)
- Administering directions can be followed at the centre
- Storage directions
- Medication is in original packaging
- Form is completed correctly and entirely and signed by a parent/ legal guardian

Staff will give medication as per directions given on the label only; this information must be the same as on the Medication Permission Form. The dosage and administration will be witnessed and both staff members will sign the medication form. Staff members will ask the child's



parent/ legal guardian upon collection to again sign the medication form as acknowledgement of the medication being administered.

The centre is unable to administer medication at a different dosage or frequency other than that outlined on the medicine label, unless alternative written advice is received from a medical practitioner.

Medication will not be administered that is labelled for another person or past its 'use by' date.

All medication must be collected from the centre every day, regardless of whether the medication is required for the child's next day in care. Any medication that is left at the centre will be stored appropriately until the parent/ legal guardian returns to the centre to collect the medication.

Panadol may be administered to a child at the centre if they are deemed to have a high temperature (over 38.5 degrees). Only the brand of Panadol will be kept and used in the centre. Panadol will only be administered once at the centre in a day and only either with the verbal permission of the parent or emergency contact or when a contact is not available and written permission has previously been given.

## 21 VACCINATIONS

---

Staff and children attending Learning Pathways Child Care Centre and Kindergarten will be encouraged to obtain and maintain recommended immunisations and provide such records to the centre.

It is a requirement of all children enrolling in child care facilities to provide written/ documented evidence of the child's immunisation status and records. It is the parent/ legal guardian's responsibility to keep their child's immunisation records up to date at the centre. The centre will send out update reminders throughout the year to help parents/ legal guardians in remembering to update their child's information.

During an outbreak in the centre the Infectious Diseases policy will be implemented and any non-immunised children will be unable to attend until the infectious period has passed.

## 22 SUN PROTECTION

---

Learning Pathways Child Care Centre and Kindergarten provides a hat to every child and aims to provide and encourage children and staff with adequate sun protection all year. We promote a positive attitude towards sun protection and educate children, staff and families wherever

possible. Our Sun Protection Policy is available at all times for families, staff and visitors. It is reviewed each year and updates made accordingly under the advice of the Cancer Council QLD.

Children are required to wear the appropriate hat provided each day for outdoor play, regardless of the weather conditions. Children and families are encouraged to leave their hat at the centre in their pocket at the end of each day to ensure they have a hat for their next day of attendance.

Sunscreen- All children must have sunscreen applied each morning prior to attending the centre to ensure application 20 minutes before outdoor play. Learning Pathways Child Care Centre and Kindergarten uses a broad spectrum, water resistant sunscreen with SPF30+. Sunscreen is

Please see the sun protection policy for further information.



## 23 ENVIRONMENTAL AWARENESS

---

available at all times for families to use.

As children explore their environment and natural materials in Learning Pathways Child Care Centre and Kindergarten we aim to encourage and increase awareness of environmental responsibilities and implement practices that contribute to a sustainable future. Children can be supported to become environmentally responsible and show respect for the environment. Environmentally sustainable practices are embedded into our practices and procedures and involve our educators, children and families.

## 24 TOYS FROM HOME

---

We ask that children enjoy our wonderful toys and equipment every day and we encourage children to leave their own toys at home as we do not want any toys to be lost or broken at the centre.



We are excited about your family joining the Learning Pathways Child Care and Kindergarten family and hope that you enjoy your time with us. If there is anything that we can do to assist you during your time at the centre simply ask.