



**Point Resolution**  
*Child Care*

# Parent Handbook 2024





# Our commitment to you

There is more to early learning than simply taking care of a child. In their early years, children develop rapidly and need a great deal of stimulation, guidance, and challenge to satisfy their curious minds. These years are fundamental to your child's emotional, cognitive and social development. At Point Resolution Child Care, we are dedicated to providing the best early childhood education to set your child up for success through all the stages of their life.

Our children and our families are at the heart of our service and this is our commitment to you and your child:

- To provide a secure, loving, and caring environment that will promote feelings of trust, respect, acceptance, and a sense of belonging.
- To develop respect for, and acceptance of children with different cultures and ethnic backgrounds. To encourage and respect each child's individuality.
- To encourage children to express themselves creatively.
- To develop positive self-esteem. To learn to settle differences in a socially acceptable way.
- To encourage independence, decisionmaking and problem-solving skills. To provide a warm, caring, and secure setting in which children face new challenges with confidence and enthusiasm.
- To provide an environment that is exciting, stimulating and challenging and encourages children's curiosity about the world around them.
- To develop school readiness skills such as group activities, following instructions, pencil grip, cutting, letter and number awareness.



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# Our Centre

## Operations

Point Resolution Child Care (PRCC) opened in 1983 and is owned and operated by the City of Nedlands in accordance with the license granted by the Regulatory Authority. PRCC operates within the Education and Care Services National Regulations 2012 (WA).

The Centre is open 51 weeks of the year (excluding weekends, public holidays and the Christmas break) from 7: 30 am - 5:30 pm. We are licensed for 26 children each day, made up of the following age groups:

- 6 months – 2 years
- 2 – 3 years
- 3 – 5 years

We are a non-profit centre and as such the fee structure covers all operating costs. Staff costs account for approximately 80% of the centre's annual budget. Provisions for annual capital works and purchasing resources are also covered by our fees.

The daily operations of the centre are managed by our Nominated Supervisor, who is accountable to the Approved Provider (City of Nedlands).





## **Environment**

PRCC is located in the leafy suburb of Dalkeith and sits adjacent to David Cruickshank Reserve. The centre's playground is set up with a range of equipment that allows the children to engage in physical activity to develop their motor skills, and also provides opportunities for sensory and imaginative play.

The physical environment provided at PRCC serves to assist children to develop an appreciation for the natural environment. At PRCC we believe:

- The environment plays an important role in the support and validation of a child's learning and we will endeavour to create and maintain an environment that is conducive to each child's learning and comfort.
- It is between the formative years of birth to five years that children develop crucial life skills, and we will work to create an environment that promotes self-help skills, independence, and an appreciation for natural resources.
- Growing and living amongst nature is important for our body's self-regulation. Our children and staff at PRCC spend a large amount of time outside at our centre, so we will endeavour to create a comfortable, safe, and beautiful environment for them.

## **Cultural diversity**

We recognise that our centre is culturally and linguistically diverse and we want to ensure all families experience a sense of belonging. To achieve this, we provide opportunities for all children to develop an understanding of diverse cultures and help foster in each child an awareness and acceptance of these cultures by integrating multiculturalism into our programs. Each child at PRCC has exposure to other cultures through a range of resources and activities such as books, music, cooking, singing, clothing and play equipment.



# Our Staff

## **Our educators**

PRCC's Nominated Supervisor is Romaine Ratnawibhushana, PRCC Coordinator – Qualified Child Care Giver (Associate Diploma of Social Science).

Under the Education and Care Services National Regulations, the staff-to-child ratio is governed by the licensed number of children as follows:

- 0 – 2 years, 1 educator to 4 children
- 2– 3 years, 1 educator to 5 children
- 3– 5 years, 1 educator to 10 children

At PRCC our team consists of:

- 1 Nominated Supervisor
- 3 Qualified Educators
- 1 Early Childhood Teacher/Qualified Educator
- 1 Educator/Caregiver
- 1 Administration Officer/Educator (part-time)

At PRCC, we recognise staff are our greatest asset in providing the best possible service and care to our families and their children. Our centre employs educators who are fully qualified or are currently undertaking studies towards a qualification. Approved qualifications are established by the Australian Children's Education and Care Quality Authority (ACECQA).

We have thorough recruitment procedures to ensure all staff have the appropriate skills and experience for the positions they hold. All staff are required to hold a current satisfactory Police Clearance and a current Working with Children Check.

As a requirement, our educators are provided with training opportunities throughout their employment at the centre to enhance their skills and keep up to date with current standards of best practice in early childhood education. We carry out regular staff appraisals to gain an understanding of the skills, knowledge, and attitude of individual staff members. We aim to support the professional development of each staff member and create opportunities for them to develop their proficiency.



## Casual and relief staff

Maintaining continuity of care and close bonds with our children and their families is our number one priority at PRCC. We understand that at times Educators do fall ill and/or require personal or annual leave for periods of time. In such cases, we may call upon relief staff to step in and assume daily duties. Given we have notice of such leave, we will inform families about absence periods and scheduled replacement staff as soon as is practicable.

## Student placements

Students of Early Childhood courses may be placed within our centre to gain practical experience from time to time. Such students may be at varying levels and require the engagement of various tasks, which may or may not include directly observing children. In the event that this is required, permission is sought directly from our PRCC families for the placement student to observe and document information about your child/children.

At PRCC, we encourage students to gain first-hand experience in an environment that supports their learning. As such, placement students are encouraged to approach families directly regarding necessary information or permissions. Students are always supported, mentored and supervised by the assigned educational leader and/or nominated coordinator.





# Authorities and Regulations

## **Council's role**

PRCC is a facility owned and managed by the City of Nedlands and, as such, all staff members are employees of the City of Nedlands. Staff are employed in accordance with appropriate awards and receive the entitlements of Council staff. Management decisions in relation to the centre are generally made by the City's Senior Management staff. PRCC operates according to City of Nedlands policies and procedures.

## **Service policies and procedures**

You will find a copy of the Centre's policies and procedures at reception. We always expect our staff and families to adhere to our policies and procedures to ensure we maintain compliance and abide by the National Law and Regulations. Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management permit based on serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to the family's needs and meet required regulations. Your involvement helps us to improve our service and may lead us to change our policies and procedures.

## **External regulatory authorities**

Our service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (or other Approved Framework) and the Education and Care Services National Regulations and Law.

Our service is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state Education and Care Regulatory Unit (ECRU) in Western Australia.

Point Resolution Childcare Service is approved by ECRU and must abide by the current regulations. These cover such issues as child-staff ratios, buildings and environment requirements and health and safety. The ECRU regularly inspect the service to ensure that the regulations are abided by. A copy of the current license will be on display on the noticeboard in the foyer. If you would like more information on childcare licensing, please contact the Centre Coordinator.

To contact our Regulatory Authority, please refer to the contact details below:

**Department of Local Government & Communities**

**Education & Care Regulatory Unit**

Address: 111 Wellington Street East Perth, 6004

Phone: 08 65518333

Email: [ecru@dlgc.wa.gov.au](mailto:ecru@dlgc.wa.gov.au)

**National frameworks and quality assurance**

National Quality Framework

The National Quality Framework (NQF) is Australia's system for regulating early learning and school age care. The NQF encompasses all legislation and national quality standards in Australia, along with all learning frameworks that PRCC is governed by.

National Quality Standards

PRCC is assessed under the National Quality Standard (NQS) managed by ACECQA. The NQS sets a high national benchmark for early childhood education and care and outside school hours care services in Australia. The NQS includes 7 quality areas that are important outcomes for children. Services are assessed and rated by their regulatory authority against the NQS, and given a rating for each of the 7 quality areas and an overall rating based on these results.

Point Resolution Child Care Centre has been assessed as "EXCEEDING". Our Centre's aim is to continue to exceed the NQS across all areas of our service. We have a quality improvement plan that demonstrates how we work towards continuous service improvement. This looks at areas such as educational programs and practice, children's health and safety, physical environment, staffing arrangements, relationships with children and collaborative partnerships with families and communities.

For more information about the National Quality Framework or Standards visit the Australian Children's Education and Care Quality Authority website at [www.acecqa.gov.au](http://www.acecqa.gov.au)





# Our Program and Learning

## **Children, families and community**

### Children

Children are the leaders of their own learning at PRCC. Our programme has been developed to create a variety of experiences for children to have their input and explore decision-making capabilities. We believe that this encourages children to use their voices and share opinions about what they would like to do and what they would like to learn. We strongly believe that this approach allows each child to shine, show their uniqueness, and feel valued and respected.

### Families

We recognise parents as their child's most influential teachers and respect the uniqueness of each family. We strive to work in partnership with families and support services in all aspects of our programs, policies, procedures and events. We believe that maintaining positive relationships with families based on mutual respect is vital.

### Community

As a community-based centre, we respect the diversity of our centre and the broader community. Engaging with the community supports building relationships with people, services and agencies which provides connections to the children and families. We encourage children to develop empathy for different cultures, particularly in building connectedness with indigenous cultures.





## School Readiness Program

At PRCC we consider effective school preparation as pertinent to not only the successful transition of children to school but also a contributing factor to supporting longterm learning and life success. With a focus on education through quality teaching, our unique specialised program focuses on the building of dispositions such as confidence, independence, resilience, autonomy and social competence as we know such skills are what teachers in a school context identify as most important in 'ready children'.

For us, the main priority is ensuring that our children feel a strong sense of who they are, as we understand that positive self-esteem plays a major factor in children's capacity to learn. Therefore, all our experiences have this in mind. We believe that we can strengthen our children's emotional and social development as well as support their academic knowledge by implementing a program that is not only in line with our Early Childhood Curriculum and the Early Years Learning Framework but one that also complements the National School Curriculum.

The school readiness programs include:

- Liaising with surrounding schools to ensure students enter primary school with the fundamentals for beginning the stage one outcomes.
- Importance of self-respect and respect of others.
- Developing a sense of belonging to a group and celebrating what they can contribute.
- Promote good manners and social skills. Responsibility for their personal belongings.
- Keeping up to date with the Primary Curriculum to ensure a vision.





## **Our curriculum**

### Inspiring Creative Learning

At PRCC, we are committed to inspiring creative learning experiences for every child in our care and when your child starts at PRCC, they begin their learning journey. From their first day until they go to kindy or primary school, our team facilitates fun and interesting experiences through play.

Young children learn best through play and when they are enjoying what they are doing. Inspiring creative learning is about our team of educators providing as many hands-on activities as possible for the children. This holistic approach allows the educator to interact at the child's level with the focus on guiding children through the learning process, instilling a passion for learning and teaching them how to learn.

### Positive Behaviour Guidance Policy

Our Positive Behavior Guidance Policy is centred on the importance of respect and dignity for the child. This can be achieved by exploring possible solutions, and helping children understand and deal with their emotions.

Steps we take towards establishing positive behaviour guidance include:

- Ensuring a well-designed and equipped environment, tailored to the needs of the children, is maintained. This helps parents support children with their 'words' towards their peers, helping them to say what they feel.
- Educators observe and reflect on the environment themselves, their relationships with each child and each child's behaviour to understand your child's needs. Educators strive to build positive relationships with each child so that techniques are effective
- Provide a verbal reminder and corresponding hand signal, for example, "stop".
- Offering children choices and encouraging decision-making. Setting realistic expectations that are age and stage-appropriate. Every child is given positive guidance directed towards acceptable behaviour.
- Encouragement is given freely. Staff at our service use positive reinforcement to encourage children in their behaviour.



When a child's negative behaviour cannot be modified within a reasonable time, and staff have justifiable and real concerns for either the child or other children within the group, the Nominated Supervisor will discuss further possible action that may be taken with the parents (i.e. referral to a counselling agency or alternative types of care). At PRCC, we expect that parents will work willingly with centre staff should expert assistance be advised to overcome behavioural, or developmental challenges being faced by their child.

### Specialised Support

PRCC provides a comprehensive approach when implementing educational programs and care routines for children in our centre. However, in some cases, children experience significant difficulty adjusting to a group care environment and/or indicate a learning barrier of some kind. When such situations do occur PRCC may request the family seek professional medical advice and/or referral to intervention services to support the identification of the learning difficulty in order to best accommodate the child.





## Our Curriculum

### Routines

Educators provide a range of active and restful experiences and support children to make appropriate decisions regarding participation. Children's learning is dynamic and complex, and the centre's environment is designed for this.

#### **The younger age group (1-3 yrs) routine for the day:**

- 7.30 - 8.30 - meet and greet
- 9.00 - morning tea
- 9.30 - 10.00 - program activities
- 10.00 - 10.30 - free play
- 10.30 - 10.45 - story time /music
- 10.50 - lunch
- 12.00 - 2.30 - sleep
- 2.30 - 3.00 - afternoon tea
- 3.00 - 4.00 - observation / program activities / child-initiated activities
- 4.00 - 5.30 - free play
- 4.50 - late snack

#### **The older age group (3-5 yrs) routine for the day:**

- 7.30 - 8.30 - meet and greet
- 9.15 - 9.30 - mat time
- 9.30 - 10.00 - morning tea
- 10.00 - 10.30 - pre-kindy / kindy activities
- 10.30 - 11.00 - learn through play (indoor/outdoor)
- 11.00 - 11.15 - story time
- 11.15 - 11.30 - transition to lunch
- 11.30 - 12.00 - lunch
- 12.00 - 2.00 - sleep (only for the children who require sleep)
- 12.00 - 12.30 - rest time
- 12.30 - 2.00 - child-initiated activities, pre kindy activities, yoga, quiet time activities etc.
- 2.00 - 2.30 - outdoor physical activities
- 2.30 - 3.00 - afternoon tea
- 3.00 - 4.00 - observation / program activities / child-initiated activities
- 4.00 - 5.30 - free play
- 4.50 - late snack





### Sleep/Rest Time

Sleeping facilities are available at the centre for children to sleep during the day. Details regarding your child's sleep routines are collected at the time of enrolment. Please discuss your child's current sleep patterns with their educator. Children are encouraged to rest each day.

Children are settled to go to sleep by educators; however, if a child does not sleep despite encouragement from the educators, they will be able to join the other children for quiet play.

Educators are trained in Safe Sleep methods based on the latest scientific evidence through Red Nose Australia. We take the utmost care to ensure the safety of your child while they sleep or rest.

All children will be given the opportunity to rest following lunchtime, providing a safe and relaxed sleeping environment with restful music.

### Toilet Training

Toilet training is completely individual and depends upon the readiness of your child to begin a toilet training routine. We are happy to toilet train your child when he/she is comfortable in this routine at home (after at least four weeks of training at home). We will help to guide, encourage, and support children who are toilet training to become independent in using the facilities. During toilet training, educators will endeavour to support efforts made at home. Please feel free to discuss your specific needs with our educators.

If toilet training, parents are asked to send a plentiful supply of pull-up nappies or underpants with each visit to the centre and to dress your child in clothes that he/she can easily manage alone.





### Special Events, Holidays and Birthdays

Throughout the year we celebrate and hold a number of events. These may include: Valentine's Day, Easter, ANZAC Day and Remembrance Day, Christmas, along with Mother's Day, Father's day and Grandparents' Day.

Along with special events and holidays, at PRCC we recognise that birthdays are important occasions in a child's life and we do like to celebrate each child's birthday in the Centre. Birthday treats can be brought in to celebrate your child's special day, however, as we are an allergy-aware centre, we would like you to ensure all the ingredients are clearly written and provided to a staff member on the day.

### Excursions and Incursions

Excursions and incursions are organised at PRCC to help supplement our learning program. Prior to undertaking excursions, all families will be notified with a clear rationale for the visit. All excursions will be held within a 100 metre limit of the Centre. During such events, families will be requested to provide written permission for all attending children and include required information in order to best accommodate everyone's needs. Information regarding staff supervision (Ratios) will also be provided. All excursions will be well planned and will follow guidelines set down by the Education and Care Children's Services Regulations 2011.

The Centre values the involvement with the wider community and exposing children to a range of enjoyable experiences. Over the years we have had visitors such as the police, fire brigade, Nedlands Community Care (seniors) and farm visits etc. Parents are notified before the visit.





### Educational Television

During the heat of summer and the wet days in winter, sometimes the children need to be indoors all day. On such occasions, sometimes we will break up the day by playing an educational program. The viewing will only be educational shows which may or may not support the current program. In addition to our collection of DVDs, additional DVDs will be sourced from the Nedlands Library.

### Observations and Evaluations

Every child is placed into an observational group and observed using the following observational techniques:

1. Developmental Checklist - These are checklists stating particular lists of skills that are age/ stage appropriate. The checklists are only used as a guide in helping to plan and program for each individual child.
2. Anecdotal Records - These are brief observations that have been made involving a child. The record focuses on how a child has behaved, played or interacted with others or materials.
3. Unstructured Observations - These are observations that are recorded from different sources. For example the parent, family etc.

The Educator records the information from the observations and puts them into each individual child's file. Individual programs are written up from the recorded observations and are incorporated into the group program to meet all the children's skills and needs.

Fortnightly group programs are displayed in the room and are sent to the parents so that parents and Educators can access them. Evaluations of the programs ensure that our service is meeting and challenging all of the children's needs. On a weekly basis our Educators complete the evaluation of the Weekly Program, prior to planning for the next week's activities. Our Educators will also discuss each child's strengths, needs, interests and overall progress with their parents/carers. Parents and carers are encouraged to provide feedback to Educators on these evaluations.





## Progress and portfolios

As part of the care and education program, PRCC uses child portfolios to document evidence of each child's learning and development. Child portfolios are a collection of observations, work completed by your child and achievements and anecdotes of your child's experiences while in care.

Over a period of 6 weeks your child/ren are observed by qualified and Cert III Educators on a 6-week cycle, to enable the ECT to program for the children's individual needs. When the program has been implemented, Educators evaluate experiences that were offered to determine whether they were developmentally appropriate and stimulating for the whole group.

Your child's portfolio will become a story of their journey at PRCC, showing skills developed throughout the year, telling stories of play situations, and highlighting interactions and friendships being made – a record of your child's interests, likes, dislikes and other activities while in care.

These portfolios are used to plan experiences and make appropriate provisions to meet and extend upon the individual needs and interests of your child. These will be available for you to browse at any time.



# Bookings, Fees and Subsidies

## **Enrolment/Re-enrolment**

### Enrolment Information

Completion of certain formalities is a legal requirement for parents before a child commences with our service. Prior to commencing our service, you will be required to complete all enrolment documentation and pay the administration fee.

Parents must complete an enrolment form detailing their child's health, development, custody arrangements and emergency contacts. You will need to name all persons who may deliver and collect your child from the centre. It is your responsibility to ensure your nominated people are responsible and available when required.

If any of the details on the enrolment form change, we ask that you advise the Nominated Supervisor immediately. It is essential that we have copies of your child's birth certificate, immunisation status, and medical action plan (if required). We are also required to have certified copies of any court orders relating to the child.

Enrolment forms are required to be reviewed and updated annually to ensure that the Centre has the most up to date information.

### Re-enrolment

Re-enrolments for the following year are processed in November. Bookings for each year will be transferred following the completion of an enrolment form. Please let the Nominated Supervisor know if you would like your days altered at this time.

Priority is given to existing families and siblings already attending, followed by City of Nedlands residents.





## **Priority of access**

The Australian Government funds childcare to support working Australian families and ensure all children have access to quality early childhood education and care. However, the demand for childcare sometimes exceeds the supply in some areas. When this occurs, it is important for services to allocate places to those families with the greatest need for childcare support. To ensure that the Centre adheres to the guidelines issued by the Australian Government, priority of access to childcare will be given according to children falling in the following categories:

Priority 1: A child at risk of abuse or neglect.

Priority 2: A child of a single parent or of parents who both satisfy the work/training/study test under Section 14 of the New Tax System (Family Assistance) Act 1999.

Priority 3: Any other child.

In relation to priority three, there are some circumstances in which a child who is already in a childcare service may be requested to change days at the service in order for the service to provide a place for a higher priority child, but only if the parent is notified of this policy upon enrolment AND the service gives parents 14 days' notice of the requirement to change days.

Within the main categories, priority is also given to children in:

- Families with low incomes Aboriginal and Torres Strait Islander families
- Parents or children with disabilities Families from non-English speaking backgrounds
- Single-parent families
- Socially isolated families

## **Bookings**

PRCC is operated to provide childcare services to the residents and ratepayers of the City of Nedlands. Families who reside outside of the City of Nedlands are welcome to use the centre, with preference to those who work within the City of Nedlands.

Casual bookings may be made either two days in advance, or on the day (subject to availability). Payment is to be made at the time of booking. Positions requested on the same days will not be offered on a continuous basis and you will be placed on the waiting list.

## **Changes to bookings**

In order to change your child's regular booking, at least two weeks' written notice must be given, otherwise, the full fee will be charged during the two-week period. Any increase in your child's time at PRCC will depend on available positions.

Permanent cancellation of your child's regular position must be given to the Nominated Supervisor in writing, at least two weeks prior to your child's leaving, or the above fee conditions will apply. We require written notification two weeks before any planned absence from the centre. Fees will still be required to be paid during the absence. All forms are available at the front desk.

## **Absences**

We understand that sometimes due to illness, vacation or other reasons, children need to have time away from the early learning program. Please let us know if your child is unable to attend the centre on their usual day/s of care. Notice must be given as early as possible if your child will not be attending the centre due to illness. The centre has an answering machine that is available to receive messages out of the centre's operational hours. If your child is absent you will need to sign the attendance record indicating your child has been absent. We recommend you provide documentation to support absence days, including:

- Medical certificates
- Shared Care Plans (signed by both parents)
- Court Orders (if applicable)

As with most early learning centres and preschools, your child's place is reserved when they are absent, so the day still needs to be paid for. Each financial year, the Family Assistance Office will pay your child's CCS entitlements for the first 42 absence days. These absences can be for any reason, including public holidays. These initial 42 absence days must be used before any additional absences can be claimed.

For more information about your entitlements under the Child Care Subsidy please visit the Services Australia website at <https://www.servicesaustralia.gov.au/child-care-subsidy>





## **Fees and charges**

### Fee Schedule 2024

<b>Full Day Attendance</b>	<b>\$160</b>
<b>Half Day Attendance</b>	<b>\$130</b>
<b>Administration Fee (Annual payment per family)</b>	<b>\$150</b>
<b>Late Child Collection Fee</b>	<b>\$60 per occasion</b>

### Payment of Fees

- An \$160.00 annual enrolment fee is required when enrolling through Xplor. This is a non-refundable if your child does not take a place at our service. This enrolment fee secures a place within our service.
- Fees are payable from the agreed commencement date and must be paid 2 weeks in advance
- Fees may be paid by via direct debit weekly, fortnightly or monthly on advance
- Fees must be paid in advance for every day your child is enrolled at the service. This includes pupil free days, sick days and family holidays but excludes periods when the service is closed.
- Fees must be paid on time & via direct debit. Direct debits commence in the first week that a child attends care & is debited via the bank details as provided.
- Parents/.carers are requested to complete a direct debit form prior to commencing care at PRCC.
- Due to administration costs incurred by the service, dishonoured payments will incur a charge of \$19.95 Dishonour Fee for any dishonoured direct debit charges charged by direct debit.
- We do not have EFTPOS facilities.
- A copy of your child's/children's birth certificate & immunisation status is required at the time of enrolment.

Please note:

1. We still require two weeks written notice of intention to reduce, change or end care days with a final day of care stated. Time of annual closure not included in notice period.
2. The Centre closes over the Christmas period; fees are not charged during this time. If your account is in arrears your account will continue to be charged over this period to bring your account up to date.
3. The City of Nedlands reserves the right to increase the fees in accordance with staff award changes and additional costs the Centre may occur.
4. Child care subsidy may not be paid by the government in certain situations and families will be required to pay full fees for the period involved.

### **City of Nedlands Childcare Subsidy**

Additional Child Care Subsidy is available to families who need short-term assistance due to unforeseen circumstances. It is provided to help with the payment of your weekly fee the Centre charges. It is designed for short term use only (up to 13 weeks per financial year) for families experiencing financial hardship. Please ask the Nominated Supervisor for more information.





# Housekeeping

## Orientation

Ensuring your child feels safe and secure is very important to us. Starting childcare can be full of emotions for both families and children. The settling in process is a unique journey for each individual and although we would like to say the process only takes two weeks, in reality, it could be shorter than this – or longer. We will reach that destination when your child arrives at the care environment feeling confident and ready to learn. That is when we will know we've made strong, lasting connections.

To support you in this transition, we can arrange some 'stay and play' (orientation) days prior to your child beginning in care. Orientation visits to the centre must take place during morning visiting hours, which are between 10.00 am and 11.00 am. It's best for us to know your child's interests, likes, dislikes and any special needs they may have. Please take the time to share information about your child with their educators during this time.

On your child's first day in care, educators will make immediate connections with your child to make the transition process run more smoothly. We want to establish an environment in which meaningful and lasting relationships can develop between educators and children as well as between educators and families. Below are a few suggestions we hope will help make settling your child in easier:

- Be positive about starting. If you are apprehensive about leaving your child, they will be apprehensive too (children tend to notice a parent's feelings and often magnify them). Talk to your child about where they will be going, what they will be doing, who they will meet and why they will be going to childcare.
- Let your child bring in something comforting from home such as a favourite stuffed animal or a security blanket (please label any items). Allow 5 – 10 minutes of time to settle your child. Rushing in and out or lingering for too long can add to the anxiety.
- Establish a routine for dropping off your child. Children usually like some time to put away bags. First, then like you to settle them into an activity, or say goodbye to them from the gate. Always say goodbye to your child. Children feel insecure and become clingy if they think you may suddenly 'disappear'.
- Leave quickly and discreetly once you have said goodbye. If you are having difficulty separating from your child, please let one of our staff know so that they can quickly comfort your child and allow you to go. If you are ever worried during the day, please feel free to ring us at any time. The settling in process can sometimes be just as upsetting for the parent and a phone call may ease your mind.

## What to bring

The following items need to be provided for each child by their parent.

Each age group needs a bag containing:

0-2 Years	<ul style="list-style-type: none"><li>• A complete change of clothing suitable for current weather conditions.</li><li>• Five disposable nappies each day.</li><li>• Wet bag.</li><li>• One dummy, only if required by your child for sleep time.</li><li>• One soft toy or item of comfort, such as a teddy or security item.</li><li>• Extra clothing when a child is toilet training.</li><li>• If your child is walking/toddling, make sure they either come in shoes or have a pair they can change into.</li><li>• Sun hat. Legionnaire hats with peak and neck flap are preferable.</li><li>• Water bottle.</li><li>• Milk bottle.</li></ul>
2-3 Years	<ul style="list-style-type: none"><li>• Two complete changes of suitable clothing.</li><li>• Pants and knickers (minimum of three pairs) to allow for inevitable accidents.</li><li>• Training pants/nappies (minimum six pairs) and extra clothing when a child is toilet training.</li><li>• One soft toy for rest/sleep time, such as a teddy bear or a security item.</li><li>• Sun hat which remains at the service. Legionnaire hats with peak and neck flap are preferable.</li><li>• Water bottle.</li></ul>
3-5 Years	<ul style="list-style-type: none"><li>• A complete change of clothing.</li><li>• Pants and knickers (minimum 2 pairs) to allow for the possibility of accidents that can occur when children are engrossed in play.</li><li>• One soft toy for rest time if you feel your child requires this.</li><li>• Sun hat which remains at the service. Legionnaire hats with peak and neck flap are preferable.</li><li>• Water bottle.</li></ul>



### Appropriate Clothing and Footwear

Please clearly name all clothing and footwear belonging to your child. Please dress your child in play clothes that wash easily. 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, so clothing must be able to stand a little wear and tear.
- Clothing must provide some protection and be comfortable for both indoor and outdoor experiences. Children will be climbing, running, jumping and swinging so they will need clothes that neither restrict their activity nor reduce their safety (e.g. slippery shoes, long skirts)
- Children will need clothes that allow for growing independence i.e. pants that can come off easily for toileting.

### **Signing in and out**

Each child must be signed in and out of the centre every day they attend. This is a legal requirement and is in the interest of your child's safety.

These records are used in case of emergencies and for the calculation of the Child Care Subsidy (CCS).

On arrival you must:

1. Place your child's bag in a locker.
2. Sign in using the Xplor APP located at front reception.
3. Apply sunscreen on your child (there is sunscreen at the front entrance).
4. Ensure your child has a clean nappy on (if applicable).
5. Inform staff of any changes e.g. routines, pick up times, who is picking up your child.

At departure you must:

1. Sign out using Xplor kiosk at main reception on the iPad located at the front entrance.
2. Collect child's bag.
3. Check with staff about your child's day.

In the event that a child has not been collected 15 minutes after closing time then the parents/guardians will be contacted on the emergency telephone numbers provided. If the child has still not been collected 30 minutes after closing time, then staff will follow the Departments of Communities Abandoned Child Procedures including contacting the Child Protection and Crisis Centre 24-hour service.



## Daily information sheets

Daily information sheets are available for you to complete, allowing you to detail when your child should sleep and which cuddly toy you would like used, etc.

## Permissions

Our educators have access to a camera in order to document your child's learning. Staff may at times take photos of the children in relation to the Centre's program, newsletters, your child's individual portfolios, their observations and learning stories.

All photographs are displayed and kept in the Centre's photo album for parents to look at. If you do not wish your child to be photographed, please inform the Nominated Supervisor.





# Health and Safety

## **Emergency procedures**

### Accidents and incidents

Our educators take an initiative-based approach to safety and conduct thorough risk assessments of all play areas so that every child is safe to explore their environment. A Senior First Aid qualified staff member is always present at the Centre.

In the case of a minor accident, staff will attend to the injured child and apply first aid. Depending on the injury the parent will be contacted at the time of the accident or be informed about the incident when you arrive to collect your child.

Should an accident or sudden illness occur, Educators will immediately commence first aid and you will be contacted to collect your child. In emergency situations, you will be advised of the plan of action regarding further medical treatment. During an emergency, if you or your authorised nominee cannot be contacted, the Nominated Supervisor will provide the ambulance officers with information regarding your child and a team member known to the child will accompany them to the hospital and stay until you arrive. Full documentation of the incident will be made available.

You will be requested to sign a copy of the incident and trauma form and/or an Illness report form, which will be completed by the educator attending to your child.

### Medical emergencies

Under the Education and Care Services National Regulations, (Medical Conditions Policy), parents are required to provide a medical management plan for the child, which may include seeking medical attention for that child if required.

If your child becomes seriously ill or injured at the Centre, you will be contacted immediately. At the Nominated Supervisor's discretion, your child will be taken to either:

- the casualty ward of the Perth Children's Hospital
- your nominated doctor (as per enrolment form), or
- a local medical centre.

You will be asked to meet our staff member at one of these venues. In these extreme circumstances, PRCC reserves the right to call an ambulance, with any costs to be covered by parents. It is important, therefore, that all information on your enrolment form is correct and remains current.

### Evacuation procedures

A copy of the Emergency Management Plan is available for parents to view and the Evacuation Procedure for the centre is displayed near all emergency exit doors. Emergency evacuation, as well as lockdown procedures, are practised every 3 months at the centre to ensure the service safety standards are maintained.

The centre follows the Emergency Management Plan which provides a detailed plan of how the centre will prepare and respond to emergency situations:

- A staff member will call 000 and inform them of the nature of the emergency (fire, gas leak, bomb threat or flood) and inform them of the location of the assembly area.
- In the event of an evacuation, all available staff and volunteers will calmly carry or walk the children out of the building to the pre-determined muster point.
- Take the children's attendance list, contact numbers, mobile phone, medications, staff roster, and emergency and first aid kits
- Once at the muster point, check that all of the children and staff are accounted for.
- Focus on the safety and well-being of staff and children.
- Wait for emergency services to arrive or for further information.

Fire extinguishers are strategically located throughout the centre. As part of our fire safety measures all children in attendance are noted from the electronic sign in device in the event of a drill or evacuation.

### Emergency contacts

The parent/carer must provide the Centre with the names, contact numbers and addresses of at least two responsible persons (over 18 years) who can collect the child in case of an emergency or illness. When contacted by the Centre Coordinator or their delegate, the parent/carer, or the responsible authorised person, must personally go to collect the sick or injured child as soon as possible.





# Healthy Children

## Sun protection

Our centre takes care to protect children and team members from direct exposure to the sun, conforming to all state regulations and the child care building code in regards to the amount of manufactured and natural shade available in the playgrounds.

We also recommend that you apply SPF50+ broad-spectrum water-resistant sunscreen to your child when arriving at the centre. We follow SunSmart guidelines which include:

- Ensuring children wear a hat that protects the face, neck and ears whenever outside during the sun smart months.
- Applying SPF 50+ water-resistant sunscreen 20 minutes before going outside and reapplying every 2 hours while the UV index is above 3.
- Children are to wear shirts that cover their shoulders. For more information on the centre's Sun Protection policy, please ask the Nominated Supervisor.

## Nutrition

Food is prepared at the centre by the Nominated Supervisor in accordance with the 'Get UP and Grow' guidelines and is nutritious and well balanced. Our daily meals consist of morning tea, lunch, afternoon tea and late snack, all of which are prepared daily in accordance with planned seasonal menus, including the provision of water and/or milk.

The menu is updated monthly and sent to parents and guardians via email. If your child has an allergy or intolerance, the Nominated Supervisor will meet with you to discuss this on enrolment. If your child develops an allergy or intolerance during their time in care, please notify the centre supervisor immediately. We will endeavour to accommodate your child's specific needs within the centre and ensure appropriate documentation is completed as per our allergies and anaphylaxis policies and procedures.



## Hygiene

Children and educators are actively encouraged to practice good personal hygiene to minimise the instances of illness. We also believe that if your child is ill, the best place for them is to be at home where they can recover faster. If your child presents at the Centre with signs of illness, the nominated supervisor may advise that they are not well enough to participate in the day's activities. You will be asked to make alternative arrangements until they are well, or the exclusion period has ended (you may be asked to provide a medical clearance letter before your child can return).

## Onset of illness

A child will not be able to attend the centre for any period during which:

- A medical practitioner has recommended the child not to attend childcare.
- When the Nominated Supervisors requests that the sick child be kept away from the centre because they require care that the staff can not fulfil.
- When a child requires 4-6 hourly paracetamol.
- If a child has been unwell prior to arriving at the centre.
- The child is suffering from a disease or a condition that is contagious through normal social contact. During the first 24 hours of receiving antibiotics.
- The child has an elevated temperature. Twenty-four hours after vomiting, fever, or diarrhea.
- If a child has been hospitalised in the last 24 hours.

Please use your own judgement. Your child may not be contagious but if feeling unwell you may need to keep them at home. Children who have had a contagious illness, or an unspecific rash, must produce a doctor's certificate stating the details of the illness, that they are no longer contagious and are fit to return to the centre.





## Onset of Illness (cont.)

Based on minimising the risk of spreading infections, children will not be accepted, or kept at the centre with any of the following:

- Head lice
- Ear or eye discharge
- Vomiting or loose bowel motion (24 hours from the last episode)
- Unexplained rash
- Excessive yellow/green discharge of the nose
- Abnormal temperature (above 38°C)
- Infected sores or cold sores
- Other obvious signs of ill-health likely to be communicable

Any child that has an additional medical need e.g., diabetes, asthma, anaphylaxis, or allergies, must provide an individual Health Management Plan prepared by the child's doctor or specialist outlining the child's condition, the signs, and symptoms, and when and how the medication should be administered. The health management plan is to be signed by both the parent and doctor and any ongoing changes must be updated immediately.

All staff will be aware of the child's medical needs and the plan of action to be implemented. All staff will observe and respond to signs of illness and the need for medication in consultation with the person in charge.

Staff will administer medication supplied by the parent, as and when necessary, according to the individual management plan. If the child's condition deteriorates, the coordinator or the person in charge will call an ambulance first and then contact the parents. If the parents/carers cannot be contacted, the emergency contacts will be notified.

All children who require special medication will be unable to attend the centre if their prescribed medication, as stated on their medical management plan, is not brought to the centre.



## **Medications**

A parent/carer whose child requires medication will:

- Complete and sign the appropriate medication permission form. Permission to administer medication can only be given by the parent/carer. Therefore, if someone else is dropping off the child, they will need to provide a permission form from the parent. The permission form needs to include the child's name, date, name of the medication, dosage, time to be given and signed by the parent. Authorisation must be compliant with the prescription label that is in the child's name. Non-prescription medication will only be given if accompanied by a doctor's certificate stating the dosage, times to be given and length of the time to be given. If it is an ongoing dosage, we require an updated doctor's certificate every three months
- Provide the correct medication in its original container.
- Inform a staff member of the child's need for medication.
- Place the medication in the locked cabinet in the kitchen cupboard or fridge (medication must never be left in children's bag).
- At the end of each day, sign the parent/carer check on the medication authority to acknowledge the medication has been given.
- Collect the medication.

PRCC staff are authorised to administer medication only in accordance with the parents' written authority. In doing so, staff are to be regarded as acting in place of the parent. Staff are not liable for any allergic reaction, or injury caused to the child by the administration of the medication in accordance with the parent's written authority. Staff will not be responsible for any error contained in the written permission, or the supply of the incorrect medication by the parent. Staff are not permitted to administer medication using their own discretion. Therefore, the instruction for "medication to be given when needed" cannot be accepted.

### Administration of paracetamol

Parents must indicate on the permission form if they give authorisation for their child to receive paracetamol in an emergency. For information about the Centre's procedure for the administration of paracetamol, please contact the Nominated Supervisor.

## **Immunisation**

Immunisation records are part of the enrolment process of your child at PRCC. To meet the immunisation requirements for CCS payments, families need to have children immunised during the financial years that each child turns 1, 2 and 5 years old. Refer to the Education and Care Services National Regulation No.162.



# Child Safety and Protection

## **Confidentiality**

Information contained on record, (i.e., accident/incident reports, Authority to Administer Medication) is kept in a secure file and is kept on file as long as the child attends the centre in accordance with the Education and Care Services National Regulation No.181.

All staff have access to the details contained in these files. Where students in accredited training programs need to record individual, confidential observations on certain children, parental permission (in writing) will first be sought by the centre. Details of children attending the centre will not be discussed with other clients, including when they attend, collection arrangements, etc.

## **Custody and access**

Please be aware of the following: Natural parents have legal access to their child at any time unless court orders relating to the child state otherwise. The centre must have a copy of the current order relating to your child. It is your responsibility to notify the Nominated Supervisor and provide copies of any details that are changed as soon as possible.

Families cannot use the centre as a mutual drop zone for delivering and collecting children under court orders without consultation and approval. All issues regarding the custody and access orders are maintained as highly confidential.

If the centre does not have a copy of the current order, staff are unable to deny the natural parent access.

## **Unwelcome visitors**

Any person entering the grounds or premises of PRCC who is abusive, threatening or otherwise presenting a risk to children or staff will be asked to leave. If this does not occur immediately, the police will be called. Enrolment details or custodial records may indicate that someone is prohibited from collecting a child or may be the subject of a current court restraining order. Every effort will be made by staff to keep the child calm and secure and the police will be called immediately. The safety of children and staff is a priority.

## **Child protection**

Procedures for dealing with complaints regarding the abuse of a child in a childcare setting are observed in accordance with State Department for Family and Children's Services (DFCS) guidelines. Copies of these guidelines are outlined in the Policies and Procedures Manual. PRCC also follows the City of Nedlands 'Prevention of Client Abuse' Policy.

# Communications and Feedback

## **Centre Communications**

We aim to create a welcoming environment where the diversity of families and communities, and their aspirations for their children, are respected. We consider families to be their child's 'first teacher' and therefore respect the many ways children have experienced life leading up to their transition into a group care environment. Parents and families are welcome at the centre at any time. Your participation sends strong positive messages to your child that you support them and are part of their childcare environment.

We engage in relationship building in many ways, from initial contact upon enrolment and orientation, which may be in person or via the telephone, to that of daily contact using various communication approaches. Our Educators distribute information to each family daily in the way of a reflection, which offers detailed information about what children have been learning about each day. These reflections are distributed via email (my week at PRCC) and contain images of children at play, as well as explanations linked to that of our national curriculum, The Early Years Learning Framework. This helps families to understand the reasons we have provided the types of activities for children each day that support their learning.

We also provide numerous forums for families where they can come together and share their experiences. This may be in a social atmosphere, to that of education forums presented about various childrelated topics. We find having such forums not only builds understanding about children's development but offers opportunities for longer discussions, important when building quality relationships. Information about such forums is made available through the distribution of various notices. We take our approach to relationship building seriously and are committed to ensuring that we not only provide ample information to families but also develop a partnership whereby together we focus on best practices that further each child's learning.

## Newsletter and Noticeboard

A periodic newsletter about the children's learning activities and notable events and updates is sent home to parents. Interesting news relating to young children and community services is posted on the noticeboard located at the centre's front entrance.



## Parent Grievances and Feedback

### Grievance process

In order to offer the very best care for your child, the lines of communication need to remain open. If you have any grievances, please raise them first with the person concerned. If the matter is not resolved, you should take your concern to the Nominated Supervisor.

Should conflict still exist and the matter not be satisfactorily resolved, the City's Manager Community Services can be contacted on 9273 3500.

Every effort will be made to meet your needs and to respect your privacy; however, confidentiality can always be guaranteed where conflict exists.

### Parent feedback survey

The centre and staff value and appreciate your feedback and suggestions. Along with the annual customer satisfaction survey, children's interest forms and any additional feedback and suggestions are sought through policy review and development.





**Point Resolution**  
*Child Care*

## Point Resolution Child Care Centre

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This document is available in alternative formats on request.