

ALAADIN EARLY CHILDHOOD LEARNING CENTRE

"OUR CENTRE IS YOUR SECOND HOME"
This service is an equal opportunity provider.

CENTRE STAFFING

Director

The Director is responsible for the day-to-day operation of the centre, which includes education and administration.

Staff

The selection of our staff is of the utmost importance. Staff are chosen because of their educational qualifications, experience in childcare, confidence, enthusiasm, teamwork and supportive, caring nature.

Qualifications

Qualifications held by the staff comply with the Children's Services Regulations 2004. The teaching team members hold a Degree or Diploma in Early Childhood Education from a university; a Diploma of Community Services (Children's Services) or equivalent. The assisting staff hold a Certificate III in Children's Services. All staff hold a First Aid Certificate. A cook holds a Certificate in food safety and Nutrition, which has been provided by a Registered Training Organisation.

Staff-levels

A minimum of two staff will always be present, complying with Children's Services Regulations 2004. Volunteers are never counted as staff when working out the child - staff ratios, but are considered extra people.

USEFUL CONTACTS

Family Assistance Office at Centrelink 13 61 50 between 8am and 8pm (local time) Monday to Friday 13 12 02 for languages other than English 1800 810 586 TTY Service FreecallTM. Only for people who are deaf or have hearing or speech impairment. A TTY phone is required to use this service.	DoCS Head Office 4-6 Cavill Ave Ashfield NSW 2131 ph: 02 9716 2222 fax: 02 9716 2999
National Childcare Accreditation Council (NCAC) Level 3, 418a Elizabeth Street, Surry Hills 2010 Phone: (02) 8260 1900 or 1300 136 554 (for callers outside Sydney) Fax: (02) 8260 1901	Department of Families and Communities 1800 670 305 8am to 9pm, Monday to Friday a free call unless calling from a mobile phone Level 5, 1 Oxford Street GPO Box 9820 SYDNEY NSW 2001

Parent Handbook

1. WELCOME

**Alaadin Early Childhood Learning Centre.
31 Orchardleigh Street, Yennora
9721 1494**

**1.1 WELCOME TO ALAADIN EARLY CHILDHOOD LEARNING CENTRE –
YOUR CHILD’S SECOND HOME.**

Alaadin early Childhood Learning Centre (AECLC) is a private Centre run by Gada & Bill Mousad. We have been serving the community in previous locations in Merrylands and Rosehill since 1995.

We would like to take this opportunity to welcome you and your child to our center and are delighted you have chosen us to care for your child. We hope our program is a fun and growing experience for your entire family. We hope this parent handbook answers many of your questions about both your child and your family’s experiences at Alaadin Early Childhood Learning. Please do not hesitate to ask for additional information. You are welcome to visit our center at any time.

1.2 OUR GOAL

We exist to enhance the emotional, social, physical, intellectual, and language development of children and to help them gain confidence and self-esteem while learning to function in a group setting. We believe children learn through a structured environment as well as through play. Our Center provides both group and individualised care, which stimulates growth through a balance of self-directed and guided activities. Each child has the opportunity for individual development and exploration offered in environments that stimulate creativity and problem solving. A Preschool Program is built into every day. Children enrolled at AECLC receive quality preschool services as well as nurturing and loving care all in one setting.

1.3 LICENSING

We are licensed by the NSW Department of Community Services and are governed by the Children’s Services regulations 2004. We adhere to all licensing requirements (fire, safety, health, and hygiene regulations) and have regular unplanned inspections by the Department. We are registered with the NCAC to participate in the QIAS.

1.4 QUALITY IMPROVEMENT AND ACCREDITATION SYSTEM (QIAS)

Our centre is registered with the National Childcare Accreditation Council (NCAC) to participate in the Quality Improvement and Accreditation System (QIAS). This process aims to provide children in centre based child care throughout Australia with high quality care that best promotes their learning and development in the vital early years. The broad objective of the QIAS is to ensure that children in long day care have stimulating, positive experiences and interactions that foster all aspects of their development. It does this by defining quality childcare and by providing a framework for measuring quality in a childcare setting. The principles for quality care are split as follows:

- Quality Area 1 Staff Relationships with Children and Peers
- Quality Area 2 Respect for children Quality
- Quality Area 3 Programming and Evaluation
- Quality Area 4 Children's Experiences and Learning
- Quality Area 5 Protective Care and Safety
- Quality Area 6 Health, Nutrition and Wellbeing
- Quality Area 7 Managing to Support Quality

QIAS is a commonwealth government initiative linked to Child Care Benefit approval for centre based long day care and is administered by the NCAC. Staff and management are only too happy to provide further information to you should you wish to know more about this.

1.5 CENTRE PHILOSOPHY AND GOALS

In order for our philosophy to be put into practice, we aim:

- To build and foster each child’s self-esteem by developing strong feelings of self-worth and to treat each child as an individual and program accordingly.
- To maintain high standards of hygiene, care and nutrition.
- To help children progress from one group to the next, by encouraging interaction between all sections in the service and to involve the service in the wider community.
- To provide a homely, loving and safe environment that will foster each child’s growth and development, comfortable enough to be “themselves”.
- To provide high quality care and education.
- To be aware of the individual needs of each child.
- To encourage the interest and involvement of parents in the centre’s activities.
- To provide opportunities for children to learn and practice new skills.
- To help children develop pride in their own culture and appreciate the value of other cultures.
- To encourage the interest and involvement of the local community

1.6 OUR CENTRE – YOUR SECOND HOME

The Centre caters for 54 children and consists of 3 playrooms.

Infants	from birth to 2 years
Toddler	from 2 years to 3 years,
Pre-schoolers	3 years to 5 years

WE ACCEPT CHILDREN REGARDLESS OF ABILITY, GENDER, RELIGION, CULTURE, FAMILY STRUCTURE OR ECONOMIC STATUS.

1.7 HOURS AND DAYS OF OPERATION

The Centre is open 52 weeks each year, Monday-Friday from 7.00a.m. - 6:00 p.m. closing only for public holidays which includes New Years Day, Good Friday, Easter Monday, Queens Birthday, Labor Day, Christmas Day, Boxing Day.

1.8 TEACHERS

Our Centre has a wonderful group of teachers hired because of their genuine love for children and willingness to commit themselves to enriching the lives of the children for whom they care. They have a qualified educational background. Additionally they participate in continuous program of in-service education to keep them current in early childhood best practices. Each full time teacher is required to participate in training each year. All staff are required to participate in First Aid certification. All staff must successfully pass a working with children background check.

1.9 INSURANCE

Our Center has a comprehensive Public liability policy in effect to the limits required by the NSW Department of Community Services.

1.10 ENROLLING YOUR CHILD

An enrolment form must be completed for each child attending the centre by a parent or legal guardian. All information given on enrolment forms is strictly confidential and details should be kept current and updated as necessary. The enrolment form includes people authorised by you to collect your child. Only those authorised people will be able to collect your child unless a copy of a court order is received or written permission from you is supplied. Identification will be required. Proof of age will need to be sighted & copied for filing eg. Birth certificate. A copy of immunisation records is also required. Other information required will be a Medicare number and a signed authority for staff to seek medical attention in case of an emergency. Parents/guardians are responsible to inform the Director immediately of any changes in their details contained on their enrolment form.

1.11 CONFIDENTIALITY

Information regarding your child and family is kept private. Staff members have been trained in confidentiality and can be expected to keep information about your child private. Written information about your child and family is kept in a locked file with access available only to the Director and Teaching staff.

1.12 PRIORITY OF ACCESS POLICY

Under the Department of Families and Community Services, guidelines for Priority of Access are as follows:

First Priority	A child at risk of serious abuse or neglect.
Second Priority	A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under Section 14 of the Family Assistance Act.
Third Priority	Any other child.

Priorities within each category of priority

Within each priority mentioned above, the following children are to be given priority:

- Children in Aboriginal and Torres Strait Islander families;
- Children in families which include a person with a disability;
- Children in families which include an individual whose taxable income percentage under Clause 7 of Schedule 2 to the Family Assistance Act is 100%;
- Children in families with a non-English speaking background; children in socially isolated families; and
- Children of single parents

1.13 PLANNING FOR YOUR CHILD'S FIRST DAY - What To Bring

Thing Infants Need: Please mark all items with your child's name.

Bottles, nipples, formula if they are not on cows milk yet, Baby Wipe, comforters, juice, water, baby food (if not the center's food menus), Nappy rash cream if needed, flat cot sheet, light Blanket – place them in a pillow-case to use as a carry bag.

Things Toddlers, Pre- Schoolers, need: Please mark all items with your child's name.

- Nappies, pull – ups (if not yet toilet trained).
- Flat cot size sheet, light Blanket – place them in a pillowcase to use as a carry bag.
- Each child should have a full change of labeled clothing kept in their bag in case of an accident.
- Children should wear clothing that is comfortable and appropriate for play. It should be easy to take on and off so the children can be as independent as possible.
- Please do not use safety pins in the child's clothing.
- When it is necessary to change the child's clothing, the soiled clothing will be sent home at the end of the day. Please check your child's bag daily.
- We use paint shirts when we paint or do messy projects. Even with paint shirts, the children can still get dirty, so please do not send them in clothes that are special.

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- Please provide shoes that are not slippery or hard to run and play in. Sports shoes work the best. The Centre requires that all children wear closed toed shoes at all times. Please do not send your children in thongs, as it is impossible to run outside on the playground wearing thongs.

1.14 WHAT NOT TO BRING TO THE CENTRE

- Children are not allowed to bring in any food, drinks or treats unless prearranged with the child's teacher.
- Please only bring toys or items from home if the teacher requests and is planning for a sharing of those items. Favorite toys are very hard to share and manage. The centre is not responsible for lost or damaged items from home.

1.15 YOUR CHILD'S ARRIVAL/DEPARTURE

Arrival Procedures

Parents/guardians must accompany their children into the playroom and sign the child in. The Centre is legally required to keep accurate sign in and sign out records of the children in our care and these sign in/out pages are also used during emergency evacuations. To assist us with effective program and activity planning we ask you to ensure your child is at the centre by 9:30am on your assigned days. If you are likely to be running late please call the centre as soon as you are able.

- Sign your child in on the Daily Sign-In Sheet located in the foyer. This is a legal requirement and must be completed accurately every day.
- Accompany your child to his locker and assist him/her with putting away their belongings.
- Provide the staff with any special instructions for the day.
- As part of our infection control process we ask parents to wash your child's hands at the allocated sinks in your child's room as you arrive.
- Saying goodbye to your child can be difficult. Usually it is a lot harder on the parent than it is on the child. Be aware of your own feelings. Don't pass your anxieties onto your child.
- Be firm. Say, "Goodbye, I'm leaving now but I will be back to get you." Never say, "Is it OK if I leave now?"
- Be specific. Young children have a hazy sense of time. "I'll see you after you eat snack and after you play for awhile," is better than: "I'll be back soon."
- If someone else will be picking your child up be sure to inform staff and your child.
- Don't be alarmed if your child cries. This is normal. You can go through your day knowing that warm, caring teachers are caring for your child.

Departure Procedure

- Sign your child out on the Sign-In/Out sheet.
- Accompany your child to his/her locker to collect his belongings.
- Collect any receipts, written communications from your child's information pocket.
- Only a parent/guardian or an authorised adult (18 years of age or older), as listed on your enrollment form may pick up your child. If you call the centre by telephone to inform us that another person is picking up your child, identify yourself and your child. Person(s) picking up your child will need to provide a picture ID.
- Teachers make notes in the 'What We Did Today' book located in each room. Families are encouraged to review this regularly and a provision is made at the bottom of each page for any feedback. Families are welcome to chat to staff about the programs at any time.
- You will also find a Meals & Sleep/Rest Chart which details your child's eating & rest/sleep activities for the day.
- As for the washing hands procedure on arrival, children are encouraged to wash their hands before leaving the centre to assist in managing infection control.

1.16 SETTLING IN

- The "settling in" process may be quite traumatic for both parent and child. Your child may be confused by new surroundings, new routines and profusion of playmates. It is difficult to accept new caregivers after the close contact with loving parents and family. However, children are very adaptable, and though it may take from one day to over a month for them to accept this change in their lives, it is rare to find a child who does not "settle in". Parents often take longer to accept leaving a child in the care of others. It is not unusual to see a child happily settling down to the morning's activities, whilst the parent leaves the Centre feeling apprehensive.
- Establishing a good relationship with the Centre staff - especially your child's primary caregivers - is essential to "settling in". Discuss your worries, everyday things your child does/does not like, his/her behaviour and sleeping patterns, and your child's day at the Centre. Try to collect your child a little earlier some days, especially when just settling in. Stay and watch them at play, to help put your mind at ease.
- From time to time, children may show some reluctance to come to the Centre in the mornings. This can happen for a wide variety of reasons, much as it can happen for adults going to work - a greater attraction at home, lots of changes going on in their life, not feeling well or feeling rather tired, not wanting to leave what you were doing at home, and difficulty with peers. If this occurs, please consult with staff.
- Often children's ways of protesting are very dramatic, leaving parents feeling emotionally drained when they leave the Centre. In most instances, the protests are short lived and have often ceased by the time the parents are out of sight, so please take heart. Ring later in the day to check on your child, if you remain concerned.

1.17 POLICIES & PROCEDURES

Our Centre has developed a comprehensive Policy & Procedure manual that provides guidance and quality controls in the operation of the centre. Incorporated within our policies are DOCs regulations, NCAC principles of quality care, knowledge and experience in the childcare industry.

1.18 ACCESS

As our staff need to be clear about who has legal responsibility, we need to have a copy of any Access Order issued by the Court. This is a requirement of State Licensing Regulations. Services are not legally able to allow children to leave the centre without the permission of the custodial parent. A person who has been forbidden by court order from having contact with a child attending our service will not be given any information, will not be allowed to enter the premises, and will not be permitted to collect the child from this service

2. Fees

2.1 FEES

Alaadin's Early Childhood Learning Centre is committed in providing a high quality service to families at great value for money. Fees will be discussed during the initial enrolment. **Fees include breakfast (on request before 8.00am) morning tea, lunch & Dessert, afternoon tea and late afternoon snack.**

Once your child is enrolled for either full or part time attendance you are committed to the payment of fees in full for every week that your child is booked in, irrespective of Public Holidays or days absent.

All fees must be paid ONE FULL WEEK in advance which means you pay 2 weeks on the first day of attendance and then 1 weeks fees each week on the FIRST day of attendance until the child leaves pre-school.

2.2 FEE BOX

Fees are to be placed in the envelope and dropped into the Fee Safe situated in the office or by EFTPOS. Fees are to be paid by either cash or cheque. You will be receipted for your amount on your next fortnightly statement. Please do not hand any money to staff members. We cannot take responsibility if the money is lost or misplaced.

2.3 NOTICE OF WITHDRAWAL

We require 2 weeks notice. This notice is required in order to provide the centre with time to fill the vacancy. Notice to withdraw should be made officially and in writing and presented to the Director and is effective from the date it is lodged.

2.4 CHILD CARE BENEFIT

Child Care Benefit is an entitlement to eligible families from Family Assistance Office (FAO - Centrelink) to help families pay less fees for the Child Care service.

Families can telephone the Family Assistance Office on 13 61 50 or by visiting one of their offices. The FAO can advise the family of their eligibility payment choices. Application forms are available from your local Family Assistance Office at Centrelink It is your responsibility to ensure that your forms are correctly filled out and lodged with your local office before the expiry date. Any period of fees not covered by CCB will incur payment of full fees. All children must be fully up to date with their immunisations, or have claimed an exemption, to be eligible for Child Care Benefit.

Step by Step Guide

1. The FAO calculates the parent's eligibility and issues an Assessment Notice to the family with a copy to the service.
2. Where the child will be cared for in more than one approved service or the family has other children in other services, the parent completes the Parent Statement Form. The service reduces the cost of care through the parent's CCB entitlement and receipts.
3. For Special CCB or increased eligible hours, the parent completes an Exceptional Circumstances Form. It is mandatory by the Family Assistance Office that parents sign in and sign out their child each day they attend the Centre in "Sign In! Out" Books.
4. If a child is booked in and is absent due to illness or any other reason the usual fees will still apply for the day.
5. The centre director has the authority to terminate an enrolment at the centre where the fees remain outstanding for 14 days or more and no arrangement has been put in place for payment. Please Endeavour to pay on time to save the embarrassment and hassle of having to face such a situation.

2.5 DEPOSIT BONDS & OTHER FEES

- A bond equivalent to 2 weeks full fees is due upon confirmation of enrolment. This bond is a holding deposit and is refundable subject to having given 2 weeks notice upon leaving and assuming all fee payments are up to date.
- Late Payment of Accounts — A late fee of \$5 per week is charged if your payment is not received by the due date.
- Late Collection of Child — If your child is not picked up by centre closing time you will be charged a late fee of \$1per minute. This fee will be added to your fortnightly account. This late fee contributes towards the payment of overtime for staff.

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- Families must at the earliest possible time notify the centre that they are running late to ensure staff are available to wait as two staff must be present at all times when children are at the centre.
- It should also be noted that our insurance policy, along with strict council regulations about operating hours, means that no child must be on the premises before or after licensing hours. Late collection also means that children, families and staff are not covered for any accidents or injuries occurred during this time — this creates an unacceptable risk for all involved.

2.6 ABSENT DAYS

Childcare benefits will apply for up to 30 absence days per year. Upon enrolling with us, if you have come from another service, you must inform us of any absent days taken in the current financial year. If you are found to have used your 30 allowable absences you will be charged the full fee as Centrelink will not provide subsidies for any absences over 30 days. To find out what counts as an allowable absence, please see the Director.

3. EARLY LEARNING CURRICULUM

OUR PROGRAM

- Alaadins Early Childhood Learning Centre recognises and respects the unique differences of the families we serve, which is reflected in our programs. We strive to present activities that are multicultural, gender fair, and disability sensitive. There are fun events, opportunities for children to explore friendships, conduct experiments, and learn to make healthy snacks and use their creativity as well as celebrations.
- Your child will participate in a well-planned program. Each day, the teachers design developmentally appropriate learning experiences to meet the children's needs for their age group. This includes opportunities for creative art, music, science, nutrition, language arts, dramatic play, cognitive (knowledge) development, large and small muscle development, outdoor exploration and play. Our Centre staff recognise and respect the unique differences of the families we serve. Our Creative program reflects developmentally appropriate activities based on the children's individual needs and interests.
- Daily program of activities presented by staff are posted on the playroom notice boards. You are encouraged to check this area daily. Teachers develop programs based on the interests and needs of their group of children. Every child is monitored for progress in the areas of physical, social and emotional, cognitive, and language development.

Nursery and Toddler Program

- We provide high-quality nursery facilities for babies and toddlers, creating a home-like atmosphere. We ensure that the nursery provides a warm, comfortable and secure environment. We recognise the importance of play in a child's early development and ensure that our babies and toddlers have the opportunity for both planned and spontaneous experiences based on developmentally appropriate activities.

Junior Program

- We recognise the unique developmental stage of two year olds. Our junior program caters specifically for the two to three year old age group and is tailored to meet the particular needs of our two year olds. We help them to find their own place in the world and express their needs and desires in a socially acceptable manner. We focus on social interaction, language, co-operation and self-help skills.

Preschool Education Program

- We have specific preschool programs that are designed and implemented by qualified staff. Our preschool programs cater specifically for the three-to-six year age group, providing programs that extend and build on the junior program. The programs are split between two age groups one for the younger, and one for the older preschoolers. We use an educational program to increase the children's knowledge and abilities for pre-reading and writing skills and take the time to explore basic science and maths concepts, along with the introduction of basic computer skills

School Readiness Program

- Our school readiness program is designed specifically to help prepare our older children for the transition to school. We spend time focusing on specific self-help skills for school such as tying shoelaces, independence in toileting. We assist the children through role-play to anticipate new challenges that they may face at 'big school' such as making new friends. In addition, we provide information to help parents and children to adjust to school life so that our children are ready and happy to move onto the next stage in their education.

PHYSICAL DEVELOPMENT

Outdoor play is a special part of the child's day in our centre. Fresh air and exercise are important to the total health of your child and to our curriculum. You are asked to make sure your child is dressed for the weather conditions. Failure to do so will result in a telephone call requiring you to bring in the items needed for the day.

GENERAL OUTLINE OF DAILY ROUTINE

Varies from room to room- each room has its own routine/program up on their notice board

7.00 – 9.00AM

QUIET INDOOR ACTIVITIES

Sourced from: Alaadins Centre – Policy review meeting

Reviewed April 2008 Ver. 1

SECTION 1 – CENTRE PHILOSOPHY / CENTRE INFORMATION
PARENT HANDBOOK

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	INDOOR DIRECTED PLAY - Blocks; Manipulative activities; Dress-up Corner; Drawing; Books; Puzzles; Craft Activities.
9.15AM	GROUP TIME Language – Story
9.30AM	MORNING TEA
10.00AM	STRUCTURED OUTDOOR ACTIVITIES - Jumping; Balancing; Water play; Sand play; Dramatic Activities; Digging; Block Building.
11.00AM	INDOOR PROGRAM - Easel Painting; Modeling with dough and clay; Music, Rhythm and Finger Play; Language – Story
12.00PM	LUNCH & DESSERT
12.45PM	SLEEP OR REST TIME
2.00PM	QUIET TIME ACTIVITIES AND SMALL GROUP ACTIVITIES
2.30PM	AFTERNOON TEA - Fruit time
3.00PM	INDOOR OR OUTDOOR PLAY
4.30PM	LATE AFTERNOON SNACK
5.00PM	GROUP TIME - Story and music Indoor quiet activities
6.00PM	CENTRE CLOSSES

YOUR CHILD WILL HAVE THE OPPORTUNITY TO

- Enjoy quiet concentration with books, puzzles and manipulative equipment
- Use paint, clay and dough, cut out and paste paper and acquire many other skills and creative materials.
- Build and create with blocks and other toys.
- Dramatise family experiences in the home corner which is equipped with dolls, furniture, tea sets, dressing up clothes
- Join vigorous outdoor activities.
- Play in the sand pit and enjoy playing and experimenting with water
- Enjoy music and story times as part of each day

REST TIME

Infants nap as needed throughout the day or per parent instruction and/or request. A quiet rest time occurs daily after lunch (from 12:45-2:00) in the toddler and preschool room. Although children are not forced to sleep, each child must lie down and rest quietly. After the 30-minute period any awake child may read or play various quiet activities

Always value your child's creative effort, remembering they are the result of his/her time, effort and individual stage of creative development. Be interested and ask your child about her/his day, ask them to tell you about their work.

4. PARENTS, FAMILY, & THE COMMUNITY
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4.1 Parent involvement and communication

Parents are the primary care givers in the children's lives, we value and respect expertise and welcome their participation in the program. We feel parent contribution is essential to providing high quality care at our centre. You can be involved in many different ways, including:

- Participate in the parent committee
- Participate in excursions.
- Sharing hobbies, skills, and careers with the children
- Help in fundraisings events
- Contribute ideas to the programs for your child's room.

Families are also able to participate in the centre's day to day programs including things such as, reading stories, baking a cake, a cultural activity etc.

Please feel free to participate and provide feedback, this is your second home and we hope by working closely and actively together we both can achieve high quality care.

“Stay and meet new friends and become part of the Centre Community!”

4.2 PARENT CONCERNS

- Parents/guardians with concerns are asked to speak with the Director who will investigate the matter. The Director will arrange a time for a meeting in full confidence.
- If a concern is unable to be resolved the centre’s Grievance form will be completed and the resolution process followed. If the issue is unable to be resolved the parent/guardian can take the matter further by writing to the Ombudsman.
- It is important that no heated discussion should take place in the presence of the children and that both parents and staff should respect each other’s roles and concerns. We are constantly updating and improving our routines and procedures within the Centre and greatly appreciate any input from parents. If you have any concerns, queries or suggestions, we would like you to voice them, so that we can adapt/change situations to meet all needs. Please use our "Suggestion Box".
- If you have queries to do with the running of the room, please speak to the Group Leader in that group. If you feel you are unable to speak to the team members, please see the Director.

4.3 COMMUNITY

The needs of the community will be catered for through the hours of operation; length of care; staff hiring; fee setting etc. Children’s awareness of their community will be highlighted through excursions and people visiting the centre itself, e.g., fire brigade, police, etc.

4.4 ANTI-BIAS

An anti-bias perspective will be implemented throughout the centre simply through catering for children’s needs, e.g. through implementing a multicultural program; the integration of special needs children and through encouraging TOLERANCE between peers, staff, families and visitors.

4.5 PHOTOGRAPHS

Throughout the year we will be taking photographs of the children doing various activities and on special occasions in individual and group situations. Please notify staff if you do not wish your child’s photograph to be taken or placed on display and ensure you have completed the appropriate section in the enrolment form. (This also includes where other parents come to take photos of their child on occasions such as birthdays). Children who do not have consent to be in photos will be removed from the area during this time.

4.6 BEHAVIOUR GUIDANCE

DISCIPLINE IS TO GUIDE AND TEACH IN A POSITIVE WAY.

- We find that behavior guidance issues arise infrequently when the children are actively involved with other children, our staff, and the curriculum they present. Daily activities are designed to be developmentally appropriate for the individual age groups of the children served at the center.
- Harsh or threatening methods of discipline will not be permitted at Alaadin’s Early Childhood Learning Centre.
- Preferred behavior guidance techniques include setting clear, enforceable limits, modeling acceptable behavior, structuring the environment to maximise good behavior, planning enough activities, giving choices, teaching the use of acceptable alternatives, redirection and use of direct and logical consequences.
- Children may be separated from the group temporarily, if less intrusive methods of behavior guidance have been ineffective and the child's behavior threatens the well being of other children or staff. If such behavior continues, a conference will be set up to communicate and write a plan to assist in guiding the mistaken behavior.
- Constant misbehaviour will start a 4 Step process to remedy the inappropriate behaviour in consultation with parent, teacher and director. If the 4 steps does not improve the child’s behaviour, than the director reserves the right to immediately terminate the child’s enrolment and request that parents seek alternative child care.

Under no circumstances will a child be smacked, ridiculed, threatened, humiliated, have food withdrawn or be kept from other children.

4.7 CHILDREN WITH SPEACIAL NEEDS

Alaadin’s Early Childhood learning Centre seeks to include all children and we therefore promote inclusive practice. Our centre will treat each child as an individual and will support their own special needs. We recognise that some children may have particular needs or disabilities and we take specific action to support and encourage these children within a caring environment.

5. NUTRITION HEALTH & SAFETY

5.1 FOOD AND NUTRITION

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Alaadin's Early Childhood Learning Centre provides breakfast (upon request before 8.00am), morning tea, lunch & Dessert, afternoon tea and late afternoon snack. Menus are posted in the foyer each week and reflect the different cultures attending our centre and seasonal produce.

Children with special dietary needs will be catered for within reason. The centre provides halal meat and chicken for the children. Water is provided readily throughout the day. The meals are prepared with special dietary needs taken into account. Children should not bring in any food such as lollies chips or soft drinks as the centre already supplies the children with an adequate amount of nutritional food and drinks.

The Centre is a nut free zone — please ensure you do not bring any nuts into the centre.

Meals times are positive social occasions where the atmosphere shall be pleasant and relaxed. Staff supervise all meal breaks to ensure that children are receiving sustenance and fluids during the day. All staff and children wash hands before and after meal breaks and cooking. Staff always ensure children are seated while eating and drinking. A sleep/eat chart is on display for parents to observe daily how their child ate and slept.

Children's independence is encouraged at mealtimes in line with their own capabilities. Food is handled using tongs & gloves by both staff & children. Both families and children are encouraged to participate and provide feedback into the menu planning and food selection process.

5.2 SPECIAL DIETS

If a child requires a special diet, it is essential that parents/guardians notify the Center. Depending on the situation a note from the child's medical provider may be required, or a special written plan developed. The center will try to accommodate the dietary needs within reason.

5.3 TREATS FOR BIRTHDAY CELEBRATIONS

Your child's birthday is a special event and we like to make each child feel special on their birthday and we enjoy sharing the occasion too. As a special treat, you may send along a cake or ice cream and cones, enough for your child's whole group, please discuss this with your child's teacher.

5.4 EXCURSIONS & SHOWS

All excursions conducted (weather permitting) outside the usual premises will be fully explained by way of a written notice to parents. Written permission will be sought before children will be allowed to take part. The notice will explain date, destination, mode of transport, cost, times of departure, emergency contact number and return time. The centre requires formal signed approval by parents or guardians for each child to attend and giving staff authority to seek medical aid if necessary. Excursions are conducted so as to further enhance the learning & development of the child. We will be organising shows and displays within the Centre, to extend children's interests in certain areas, e.g. puppet show, farm animals. We will inform parents prior to these events, so that you may also attend if you wish. There will be a small charge for these events.

5.5 HAND WASHING

We strongly believe that high-quality hand washing is important to maintaining good health for the children and the staff. We wash hands:

- Upon arrival and departure, Before all meals and snacks, After toileting, After sneezing, coughing or wiping a runny nose, After playing outside, After playing in a water table, sand box or play dough

5.6 MEDICATIONS

NO child is allowed to have medications in their possession (on their body or bag). This not only poses a danger to that child, but also for the rest of the children.

- Medications for a child must be kept in the original container including non-prescription items. We can only administer medications if the child's name is on the prescription bottle, dosage, frequency and time of administration.
- A written medication form must be filled out by the parent with instructions for use. The staff will be responsible for administering the medication and recording the time and amount of dose given. Medication will not be administered by just a phone call.
- Any expired or unused portion will be returned to the parent or destroyed. Cough drops are not allowed because of choking hazards. If you have given any medication (prescribed or over the counter) to your child before they arrive in the morning, please inform one of the teachers so they can be alert for any possible reactions.

5.7 INCIDENT/ACCIDENT

The centre will keep a first aid kit and manual in a secure place accessible to staff but out of reach of the children.

- Staff have a current recognised First Aid Certificate.
- Staff will wear disposable rubber gloves when administering first aid and when making any contact with body fluids. In the event of an accident, staff will assess the situation and proceed as follows:
 - ✓ In the event of a minor accident - administer first aid as required and notify parents on treatment by centre staff at time of collection. If deemed necessary, parents should be contacted and treatment given in consultation with them.
 - ✓ In the event of a serious injury — contact a local practitioner/ambulance immediately and administer first aid if necessary. Then staff will ring the parent/guardian or the emergency contact number urgently.

Sourced from: Alaadins Centre – Policy review meeting

Reviewed April 2008 Ver. 1

SECTION 1 – CENTRE PHILOSOPHY / CENTRE INFORMATION
PARENT HANDBOOK

All injuries which require first aid or medical treatment will be recorded on our Accident/Incident form.

5.8 SICK CHILDREN

Parents/guardians will be informed if their child has been exposed to any infectious or communicable diseases. Please Inform us within 24 hours if your child has contracted a contagious disease. Please remember, exposure to a new setting and individuals may cause some children to become ill more frequently while their immunity is being developed. Staff take precautions to safeguard children against exposure to germs, but most children do experience a normal number of infections.

- If your child becomes ill at the service, a phone call will be made to the parents/guardians to collect their child. If they are not contactable then the emergency contacts will be called.
- If your child becomes ill & develops a high fever while at the centre the staff will try to contact the parents for permission to administer paracetamol to reduce the fever. If the parents are uncontactable and staff feel the situation may worsen then staff will administer paracetamol as per the agreement in the enrolment form.

5.9 INFECTIOUS ILLNESS

- A child suspected of having an infectious illness shall not be accepted at the centre as part of our exclusion policy, which is in place to limit the spread of infection.
- A child shall not be admitted back to the centre following an infectious illness unless a Doctor's certificate or clearance is given or until the required time of isolation is elapsed. More information on this including a list of infectious illnesses and their required isolated times can be found in the Policy and Procedure Manual kept in the foyer. An individual copy of the policy and list can be printed for parents on request.
- Please do not send your child to daycare if you feel that your child is too sick to go outside to play, or join in on normal activities. This is best for your child, and helps to prevent the spread of illness. If your child becomes ill during the course of the day we will move him/her to a quiet area away from other children, and you will be notified to take your child home immediately. If we are unable to reach you, the emergency contacts will be called. It is important that the individuals you list as alternate contacts live within thirty minutes of the Center.
- If you child becomes ill at home with one of a communicable diseases please let the center know within 24 hours.
- We reserve the right to determine when a child, who has been sick, may return to the center.

5.10 HYGIENE AND SAFETY

All facilities and equipment will be checked prior to use by the centre for items which may cause injury. This will include areas such as indoor and outdoor areas. Every morning the centre is checked internally and externally for anything that may cause harm and these checks are documented and kept on file. Facilities and equipment which are assessed to have a potential for injury will not be used or action will be taken to allow safe usage. In the case of items, which cannot or should not be rectified by the staff, the Licensee will be advised of the problem and will then issue the staff a directive to follow.

All dangerous materials will be stored out of reach of children at all times.

5.11 EMERGENCY PROCEDURES

Our centre is equipped with fire alarm system and fire extinguishers. The children and staff participate in fire drill at least once every 3 months. Staff members have been trained on fire drill procedures. Exit routes, safety precautions and a predetermined safe area in case of fire will be clearly displayed and explained to staff and children. Emergency contact numbers are clearly displayed near a phone.

5.12 CHILD PROTECTION

Childcare workers have a duty of care to ensure the safety, wellbeing and welfare of the children is maintained and it is therefore mandatory for staff to report suspected abuse or neglect. Child abuse includes: -

- Physical abuse or non-accidental physical injury
- Emotional abuse
- Neglect
- Sexual abuse and exploitation

If the staff have sufficient grounds to believe that the child is in any way a suspect of abuse or neglect then by law we are required to document and report to authorities for further investigation. Full definitions and procedures are documented in our Child Protection Policy.

5.13 SUN SAFE

The policy aims to ensure that all children are protected from the dangerous effects of the sun. We encourage the use of sun protective clothing and provide SPF 30+ broad-spectrum sunscreen for children and staff. As role models, staff will also wear hats and apply sunscreen whenever they are outside. Children must wear hats for activities that require playing in exposed areas of the centre's grounds. The service has a policy – ***NO HAT PLAY IN THE SHADE***

5.14 IMPORTANT INFORMATION

We hope you will feel comfortable so that you can share important information with us that will help us care for your child the best way possible. Some examples are: If a loved one died, or a pet died, maybe you started off the day with a fight, a pending divorce or separation, maybe someone new moved into the house.

Knowing this kind of information will give the teacher a frame of reference for meeting your child's needs. Important information will help us to be empathetic with your child because we know there is a change they are dealing with. Sometimes children will have

behavior issues when they are trying to work through things that they can't verbalise. Everything you share with us is confidential and the information will not leave the Center.

5.15 NO SMOKING, ALCOHOL OR DRUGS

Under NO circumstances will smoking be permitted inside or outside the Centre.

No child will be allowed to leave the Center with an authorised person if the staff suspects the person is under the influence of a chemical. If this occurs, and you do not find another person to safely pick up your child, we will call authorities to assist you home.

5.16 SEATBELTS

We want the children to get to and from the Center safely. Please make sure you do not forget to secure your child properly in either a car seat or seat belt. Remember, your child will get into the habit if they see you doing it. If we see that your child is not restrained in a seat belt then we must report it because we are mandated reporters and it is endangering a child. Please keep our children safe.

5.17 CENTER CLEANING

- All toys are washed and disinfected daily/as needed.
- Toilets and sinks are cleaned and disinfected daily and throughout the day.
- Tables are disinfected before and after every meal.
- Sheets and Blankets are sent home for washing every week.
- Cots are disinfected each day.
- Floors are swept, mopped and vacuumed daily and throughout the day.

5.18 NOTICEBOARDS

Noticeboards are placed at convenient locations throughout the Centre. Please take the time to look and read the notices and keep up to date with what is happening - there is sure to be something of interest to you.

5.19 LOST PROPERTY

Please ensure you name all your child's belongings. Please check our lost property basket on a regular basis. Any clothes and toys left unclaimed after two months become the property of the Centre and will be disposed of as decided by the Director.

5.20 RECYCLING

This Centre is environmentally friendly and we recycle wherever possible. We will encourage the children to look after their Centre environment and help them to appreciate the benefits of keeping our world pollution free and a better place to live in.

5.21 PARENT LIBRARY

The Centre has a range of books for your references. Please feel free to have a look and borrow anything that is of interest. Please see the Director.

6. CENTRE STAFF TRAINING & DEVELOPMENT

6.1 STAFF INFORMATION

Alaadin's Early Childhood Learning Centre aims to provide a team of staff who are professional, approachable, understanding and committed to providing High quality care. We promote a centre where teamwork and positive communication is constantly in practice. Additionally they participate in continuous program of in-service education to keep them current in early childhood best practices. All staff will hold a first aid certificate and have the qualifications required under the Children's Services Regulations 2004.

6.2 STAFF AND PARENT COMMUNICATION

Daily Verbal Reports – As parents arrive or pick up their children staff members are available to ensure parents get the key feedback about their child's day.

Parent-Teacher Nights - Parent teacher nights occur twice a year. Parents/guardians have the opportunity to meet with their child's teacher at a scheduled meeting each May and October. Meetings include a written report from the teacher on the status of your child's intellectual, physical, social and emotional development. Additional meetings can be arranged as needed. We urge parents/guardians and our staff to discuss significant events or situations that may affect your child at home or at the Center to help ensure children's needs are met.

Parent Newsletters – our monthly newsletter keep families up to date on the activities, news, reminders, and upcoming special events in each playroom.

Parent Committee Meetings – to be advised through our newsletters

Special Events – Parents are invited to special events – watch for our newsletters for these announcements.

Daily communication with staff is encouraged.

6.3 STUDENTS, VOLUNTEERS AND VISITORS

Occasionally there will be new faces in the centre when volunteers and students visit the centre to gain experience in the childcare field. These new faces will also include relief staff that will sometimes be present at the centre.

Every visitor is interviewed by the director and provided with guidelines to ensure that there is no disruption to the children's daily routine. These visitors will be under the supervision of a staff member and will not be left alone with the children. We will inform parents about new people attending the centre by displaying their photos and information in the foyer.

6.4 ANTI-DISCRIMINATION

The centre actively promotes the equality of employment opportunities primary on merit (in line with Equal Employment Opportunity Legislation) and the elimination of discrimination towards employees, families and children in care on the grounds of sex, marital status, pregnancy, parental status, age, race, disability, religion, political belief of activity, trade union activity, association with or relation to person identified because of any of the above attribute (in line with the Anti Discrimination Act, 1991).

6.5 ETHICAL CONDUCT

At Alaadin's Early Childhood learning Centre, we conduct ourselves with integrity, honesty and unbiased. We treat others with dignity and respect. We give all children and their families as well as members of the community the care and courtesy that we would wish to receive. We exercise due skill, care and diligence in performing our duties and acknowledge our responsibility to maintain our knowledge and skills in the Early Childhood profession.

6.6 INTERACTIONS WITH CHILDREN

All Centre staff strive to form positive relationships with all children, relationships in which encouragement is the key. They cuddle, hold, play, and talk with children in a warm, unhurried, give-and-take manner.

A WORD FROM "OUR" CHILD

- ❖ Please plan the beginning of the day so that I don't have to be rushed to day care, or I get confused or worried.
- ❖ Don't push me in the door and run - it makes me feel unhappy, as if you want to get rid of me. Come and look with me at all the interesting things I can do.
- ❖ Please don't slip away without saying goodbye. Or I will be afraid that you may leave me for good.
- ❖ Please praise my work efforts. It is the process, not the product, which is important.
- ❖ Please don't talk about me when I'm nearby. I don't miss much, and worry about what I hear.
- ❖ When you come for me, please don't ask the teacher if I've been good. I try to, but sometimes things go wrong and I don't want to be reminded of my mistakes.
- ❖ What makes me feel good is if you show that you are pleased to see me and ask me about my day.

Thank you for reading our parent handbook, please keep it for future reference.