



Family Handbook



Bright Beginnings Childcare

Providing High Quality Education & Care to the
Littlest People of Our Community!



ENR FRM 02 – FAMILY HANDBOOK

Dear Parents,

It is our pleasure to welcome you to Bright Beginnings Maitland, Early Learning Centre, and to what is regarded as one of the leading Early Childhood Centres & Learning Programs.

Our state of the art facilities, dedicated and enthusiastic team of educators and beautiful learning environments are just a few of the elements that await you.

Most of all, we want you to know that we value your decision to place your child with us and we understand the responsibility this brings. Our key aim is to work with families ensuring this is a positive experience for all, whilst enriching all aspect of your child's learning journey.

This will be an exciting time of growth & learning for your child as they explore a wide range of interests, as their confidence grows taking them on an abundance of adventures rich with learning as they develop new skills, life-long friendships as they learn about their world.

Our team of educators are here to support you and your child the entire way. We are committed to providing you with regular feedback and share stories of their daily adventures including but not limited to; your child's interests, strengths, areas for further development & keep sake photographs! This feedback will be both formal and informal. Our educators will support the children as they grow, develop & become the Little Leaders of our Future.

With a great sense of excitement, we welcome you to our centre program.

Yours sincerely,

Lauren Welch

Approved Provider/Operations Manager
Lauren@earlychildhoodandco.com.au

&

Abby Marshall

Business Manager/Finance Manager
Abby@earlychildhoodandco.com.au



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Bright Beginnings

The Centre

Bright Beginnings Maitland, Early Learning Centre is located at 6/6 Johnson Street, MAITLAND.

We provide calm home like, nurturing atmosphere where children feel relaxed and loved.

We have a maximum of 91 children per day, each child's wellbeing is paramount and is individually supported, providing easy seamless transition between home and centre.

Hours of Operation

The centre operates Monday to Friday from 06:30am – 06:30pm.

The centre only closes on Public Holidays and the 4 days between Christmas Day and New Year's Day.

"THE GOAL OF EARLY CHILDHOOD EDUCATION SHOULD BE TO ACTIVATE THE CHILD'S OWN NATURAL DESIRE TO LEARN."

- MARIA MONTESSORI

Our Rooms

Bright Beginnings Maitland, Early Learning Centre provides high quality education and care for children aged 6 weeks to 6 years, and are cared for across 3 beautiful rooms.



16 Children per day
6 weeks – 2 years



15 Children per day
2 years – 3 years



60 Children per day
3 years – 6 years



Educators

Bright Beginnings Maitland, Early Learning Centre believes high quality educators are vital to providing the best education and care for children. Our team of educator's qualifications, levels, continuity of professional development and room ratios comply with and exceed in majority of areas with the Education and Care Services National Regulations.

Our Centres Educators are:

- Appropriately qualified, including First-aid CPR, Asthma & Anaphylaxis, Current Working with Children Check, National Police Check
- Respectful towards children
- Effective team members
- Purposefully aware of their legislative responsibilities and adhere to centre policies and procedures
- Advocates of social justice, access and equality for all
- Safety conscious, and remain within sight and actively supervise all children
- Up to date with knowledge and pedagogical practices on how children grow and learn
- Skilled in fostering positive and constructive relationships with children (and between children), parents, families and the broader community
- Committed to programming (planning, implementing, evaluating and extending learning experiences and teaching strategies) for individuals and groups of children.



Visitors and access

Visitors other than parents or guardians of children enrolled at the Centre, will be asked to provide appropriate ID and sign the Visitors Book upon arrival and departure. Visitors will be accompanied by a staff member at all times whilst in the centre.

A visitor who is not authorised to collect a child will be asked for identification upon arrival and will not be given access to the child without written authorisation from the parent.

Approach to positive child guidance

At Bright Beginnings Maitland, Early Learning Centre we take a respectful and positive approach to guiding children's behaviour. Educators view "challenging behaviour" as opportunities to encourage children to make different choices enhancing their thinking, reasoning and understanding and other cognitive abilities.

Located in the foyer/entrance:

- All of Bright Beginnings Maitland, Early Learning Centre Policies and Procedures, these are available for parents to read at any time.
- The Education and Care Services National Regulations
- The Education and Care Services National Law

Cleanliness

The Centre maintains a safe, clean, tidy and hygienic environment. A professional cleaning company also cleans the Centre nightly, Monday through to Friday.

Bright Beginnings

Education

Education is transformative and we share all children's journey of self-discovery and growth. We believe learning is enhanced in an environment where you feel as though you belong, so we are committed to nourishing the children's and educators' soul, creativity and imagination. It is important to provide opportunities for children to experiment, discover, create, investigate, practice theories, solve problems and express their ideas with the support of others. Children should be encouraged and supported to make their own decisions and choices and seek to actively develop positive problem solving skills in a success-orientated environment.

Sense of Being...

We encourage and support children to interact positively and collaboratively, expressing empathy for others and actively challenge bias opinions and promote social justice. We provide children with endless opportunities to discover and learn about themselves, each other and the world we live in, in an atmosphere that supports and encourages harmonious and meaningful relationships.



Community

Our community are the children, their families, the educators and all the people and services Bright Beginnings Maitland, Early Learning Centre has made connections with since our establishment. We are committed to building a community that values children, respects their rights and gives them love! That enables children to develop to their full potential and also develop a readiness for the big transition to school.

As part of this community, we have a responsibility to our children and the families to establish and maintain a sense of belonging and connection to the land and to our shared aboriginal history and culture, to actively embrace reconciliation and spread this message. Young children are capable, resourceful, bringing delight to all and make valuable contributions to the community and to our world. Children should be encouraged and supported to follow their learning interests with the support of the early childhood community.

Let Them Play

Play is essential to the lives of young children and their learning. Children learn most effectively in an unhurried environment. Our environment is vibrant, inclusive and designed with flexible spaces that were built to provoke interest, promote competence and independent exploration and learning through play. *(Standard 3.2)* We believe children must take appropriate risks with their learning to give them independence and confidence when adventuring into a new world of play and development, inviting open ended interactions, spontaneity, risk taking, exploration, discovery and connection with nature. *(EYLF pp15-16)* Educators are here to foster children's individual learning and embrace their unique personalities.

Delight in Nature & Animals

We are committed to nurturing our most precious gifts – our children and our planet. The children have endless time to play outdoors. It is the right of every child to be able to feel the sun on their face, the tickle of the rain drops on their skin, experience the natural rhythms of the seasons and breathe the fresh air. A sense of wonder, belonging to and love of the land, nature and animals are critical for young children to develop lifelong respectful, positive and proactive attitudes to our environment to ensure our sustainable future. When children care for living things whether it be each other, animals or plants they learn compassion and empathy among many other benefits. Here at Bright Beginnings Maitland, Early Learning Centre we have facilities to support and 24hr indoor outdoor play for our children to play with hands on and delight in nature discovering its fragility and resilience, cycles and learn about our biological imprint and to have the opportunity to engage with living creatures.



“Animals are a conduit for learning to be human: Some propose that it is only through animals that we recognise our humanity” – J.Bone, 2013.



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Building Relationships with Families

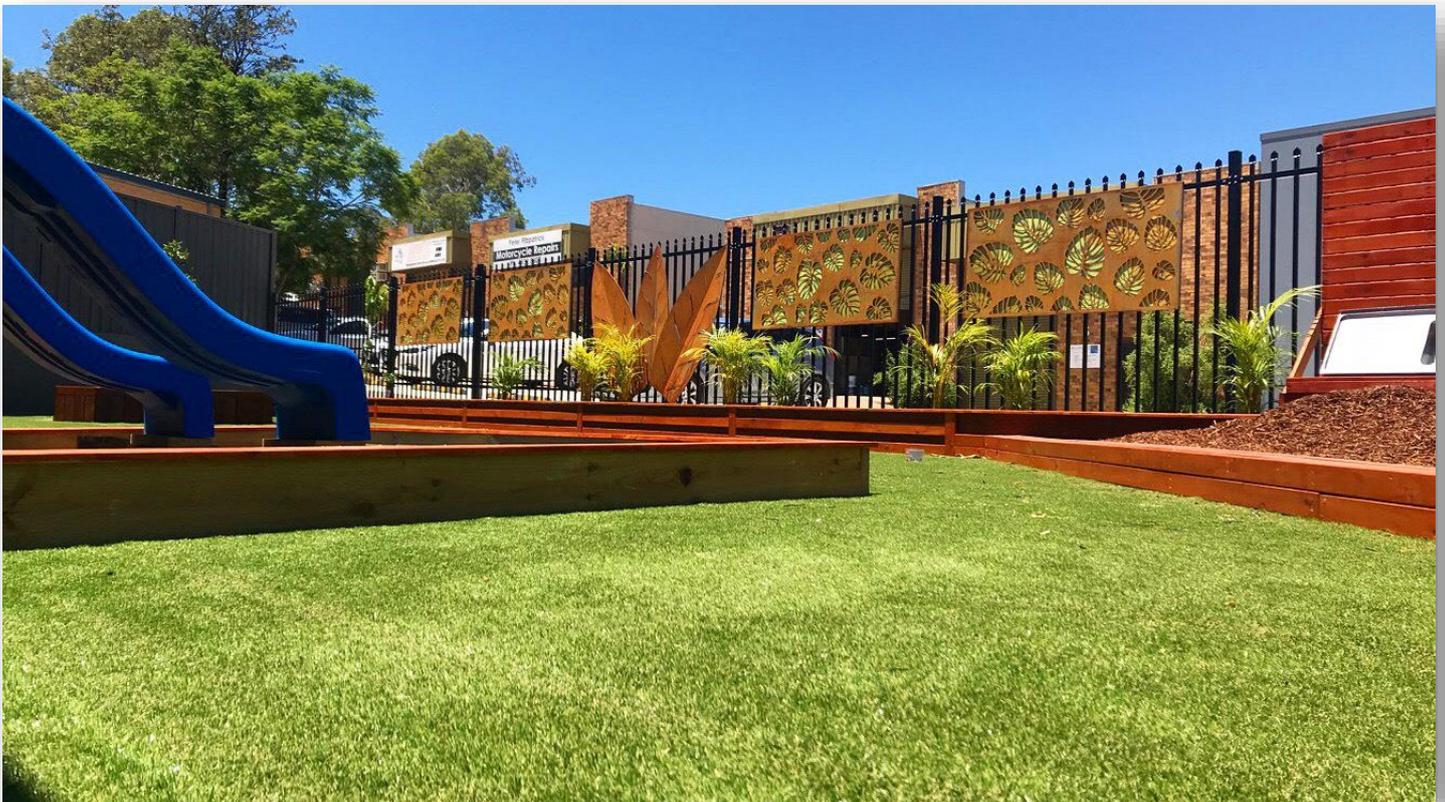
We provide acceptance and support to promote the children's families and educator's personal growth and develop their positive self-esteem and confidence. We are committed to developing respectful relationships with children, families and educators through open and meaningful communication in order to support and develop partnerships with families to share the nurturing and education of their children.

Embracing Cultural Identity

Each child, family and educator is a unique and valued individual. We value and honour diversity and accept and celebrate differences in other people. Each person and their family's values, culture, beliefs, abilities and language should be acknowledged and accepted and reflected in our Nursery, Toddler & Preschool programs and environment.



We encourage each family to participate in the Bright Beginnings Maitland Early Learning Centre community and support and welcome their interest and involvement.



Quality Improvement Plan



Here at Bright Beginnings Maitland, Early Learning Centre, we are passionate about providing high quality Early Education & Care, as well as continuous improvement in all areas that are fundamentally connected to this.

Our management team have put together an extensive program focusing on continuous professional development enabling our educators to always be equipped with the most recent research, knowledge and training in Early Childhood.

Our centre also boasts a beautiful interactive Quality Improvement Plan Display, located in the foyer/hallway, encouraging and enabling parents/guardians and families to connect with, contribute to, suggest ideas and visually see and read about our growth, plans for advancement across all 7 Quality Areas of the National Quality Framework.



Philosophical Approach to Early Education

While our philosophy is the foundation of everything we do, the following goals describe what we need to do in order to support our philosophy in everyday practice.

1. Learning environments will be unhurried, offering a wide range of meaningful learning experiences focusing on developing each individual child's interests
2. Ensuring the content of the curriculum will be relevant, significant, engaging and meaningful to the children and be developed in collaboration with the educators, children and families. Curriculum objectives will respect each child's individuality, and be realistic and attainable according to each child's interests.
3. Children will:
 - Feel safe, secure & supported
 - Develop and expand in areas of self-worth and social competence
 - Be given endless opportunities to construct knowledge through repeated experiences involving people and resources
 - Participate in fun, exciting and significant learning adventures
 - Be supported in terms of their actual and potential development
 - Be provided with opportunities to develop appreciation and enjoyment for music, creative expression, nature, animals, movement, friendships and different art forms.
 - Provided with opportunities to develop and extend upon their understanding and awareness of health, safety and nutrition practices
 - Experience learning that is engaging and builds success for life
4. Preschool children will be provided with a range of opportunities that prepare them for the school (Kindergarten) environment.



Centre Philosophy

Here at Bright Beginnings Maitland, Early Learning Centre we realise the significance of the early stages of learning and the importance of nurturing towards a child's successful future. Through our everyday practices we embrace the National Law, Regulations and Learning Framework; Being, Belonging Becoming – The Early Years Learning Framework with a variety of Early Childhood Theorists.

Uniting this valuable information with our holistic approach and Pedagogical practices which honour and value relationships between Children, Families, Educators and our Community thus, enabling our early childhood professionals to not only accompany your child on their journey of growth and development but to enrich, inspire and extend upon all aspects of your child's play, learning and development whilst igniting their love of learning.

"Providing High Quality Education & Care to the Littlest People of Our Community!"

A child's first and most influential teacher;

The earliest and most influential teachers in children's lives are their families. We recognise the vital role that parents play in nurturing and guiding children as they grow & develop their sense of being.

We aim to continue this throughout our everyday practice and are able to do this by our holistic approach and professional understanding of developmental theorists such as; John Bowlby and Erik Erikson. Respectful and positive relationships REG 156

Let them play...

Our environment is vibrant, inclusive and designed with flexible spaces that were built to provoke interest, promote competence and independent exploration and learning through play. (Standard 3.2) We believe children must take appropriate risks with their learning to give them independence and confidence when adventuring into a new world of play and development, inviting open ended interactions, spontaneity, risk taking, exploration, discovery and connection with nature. (EYLF pp15-16) We have a professional commitment to sustainability and incorporate this into all aspects of our daily routine with the children. Educators are here to foster children's individual learning and embrace their unique personalities.

Educational Program

We have a unique and ever evolving program, that ensures each child's current knowledge, ideas, culture, abilities and interests are the foundation of our programs (Element 1.1.2) furthermore we believe our importance of routine and programs being organised in ways that maximise opportunities for each child Element 1.1.3. Fuelled by families' inputs, ideas and culture.

School Readiness Program

Confidence, school safety and self-help skills along with cutting-edge literacy lessons including but not limited to teaching your children skills for, reading, writing, spelling and much more. All these skills ensure your child is prepared and excited to begin their future school journey.

Healthy & Active

We are passionate about healthy eating and physical activity, not only for growth and development of the first five years but also enhancing knowledge and quality of life. This is a wonderful way to prepare children with adequate knowledge and skills to live a happy and healthy life and make informed choices as an adult. (Standard 2.2)

Discovering Nature's Fragility,

When children care for living things whether it be each other, animals or plants they learn compassion and empathy among many other benefits. Here at Bright Beginnings we are conscious of the benefits and took this knowledge forward to create multiple garden beds for our children to play with hands on and delight in nature discovering its fragility and resilience, cycles and learn about our biological imprint and to have the opportunity to engage with living creatures. Furthermore, Educators foster an appreciation of the natural environment developing environmental awareness providing a platform for ongoing environmental education. (EYLF Outcome 2 NQS QA3.2 3.3.1 3.3.2)

Our Broader Community,

Connections with wider community, advocating for children rights to be active citizens whom contribute to society promoting shared aspirations for children's learning, health and wellbeing. (Partnerships with families' collaborative REGS 4.6) By Working together to sustain excellence practice through continuous improvement and comprehensive forward planning. We strive to engage and involve families and the community on the professions discussion about quality, and what is important in education and care. We will continue to promote and reinforce the value of education and care.

Our commitment to networking with our broader early childhood community working toward shared visions for our profession. This is of high importance and works hand in hand with our ongoing professional development cycle, holding immense value within the growth of our profession.

All in All, we see learning as a collaborative journey with Family, Educators, Environment and Community. Growing stronger with influences from any current interest or contributing factor. The first five years are the most magical, and we are honoured to be able to apart of your child's learning adventure.

*Yours in quality care,
Lauren Welch*

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Meet, Greet & Centre Tour

The Nominated Supervisor or Certified Supervisor in charge meet and greet all parents/guardians, families and children before commencement at tour centre. This gives parent(s) opportunity to view our centre, meet the educators, and receive an enrolment pack.

The Centre's program and any special needs of the child (such as dietary requirements, allergies, asthma plans) are also discussed during this time. Enrolment forms are to be completed, and parents must provide children's immunisation record, birth certificate, and any court orders affecting the child so that they can be photocopied at this time.

Priority of access guidelines

When allocating places in the centre, Little Treasures Childcare follows the propriety of access guidelines set down by the Australian Government. Bright Beginnings Maitland is committed to non-discriminatory access.

When filling vacant places, a service must fill them according to the following priorities:

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

Priority 2 – a child of a single parent who satisfies, or of parents who satisfy the work, training, study test.

Priority 3 – any other child

Within these main priority categories, priority should also be given to children in:

- Children in Aboriginal and Torres Strait islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$42,997 or who or whose partner are on income support.
- Children in families from a non-English speaking background
- Children in socially isolated families
- Children of single parents



Payment agreement

The enrolment fee & the two weeks of fees must be paid before your child commences at the Centre, and payment agreement reached on the preferred payment method of future fees:

- Direct Debit
- Eftpos
- BPay

Requiring a child to vacate a place

Under Priority of Access Guidelines a child care service may require a Priority 3 child only to vacate a place to make room for higher priority child.

The service can only do this if:

- The person liable for the payment of childcare fees was notified when the child first entered care that the service followed this policy, and
- The service gives the person at least 14 days' notice of the requirement for the child to vacate the place.

Occasional Care days are available on request. These can only be provided if you are requiring additional days and if a position at the centre is available.

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Children practicing their rain dance. when all of a sudden a beautiful sun shower began!

“Play is the highest expression of human development in childhood, for it alone is the free expression of what is in a child’s soul.”

- Friedrich Froebel

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What to pack for your child each day:

- A backpack or bag
- 2 or more changes of clothes, that are seasonally appropriate
- Any Comforters (dummy, blankie) if required
- Shoes – no thongs please
- Sheets for children – (if they require a rest or sleep whilst at the centre)
- Nappies – (at least 5 per day, if your child requires nappies)
- Bottles & Formula – (formula must be a brand new unopened tin)

Please clearly label every item with your child's name.



Excursions & Incursions

Bright Beginnings Maitland, Early Learning Centre currently provides first hand experiences in-house. This minimises additional costs to families. If we do however decide to plan an excursion &/or incursion we will advise all families as per our Excursion Policy and National Law & Regulations.

Birthdays

Birthdays are an important part of a child's life, and we believe they should be celebrated to the fullest! Here at Bright Beginnings Maitland, Early Learning Centre we supply birthday cakes, cupcakes & fruit for each child birthday. This enables us to ensure all allergy, intolerances and preferences are being catered for. Please let us know if you are going to be joining us for the celebration. If you are unable to attend, we are happy to take digital photos for you.



Children's Toys & Personal items

Toys and items of value are best left at home. While many children would like to bring their own toys to the centre, sharing these with other children can be a difficult concept for a child to grasp, and can cause distress. However if your child does bring a toy to the centre please ensure it is clearly labelled and our team of educators endeavour to monitor such items and ensure they are sent home at night.

- Of course security items (eg: dummy, blanket) are exceptions.

Sleep & Rest Time

Whilst our age appropriate routines include rest periods, children are NOT forced to have rest time or sleep. However, if a child displays clear signs of tiredness educators will not withhold rest or sleep. Our wonderful team of educators endeavour to replicate your home routine here at the centre.



(Refer to the 'Sleep and Rest Policy' in the centres Policies and Procedures Folder)

Toilet Training

Centre staff will not begin toilet training your child until parents and educators agree that the child is developmentally and emotionally ready.



Our Educational Program & Home-like Environment

Our Educational program is guided by the Early Years Learning Framework Curriculum, a wide variety of Early Childhood Theorists & fuelled by each individual child's interests & cultural identity.

The preschool program and learning environment reflects the views that the children are capable and constructors of their own knowledge and the adults are facilitators and co-learners. Children are free to choose the area of interest in which to participate throughout the day and educators engage with children in collaborative decision-making about the equipment and resources that are used.

Each day experiences provided are based on the children's interests. These include but are not limited to: art, puzzles, blocks, playdough, dramatic play, writing area, construction toys, books, sand, active & imaginative play, gardening, caring for and playing with our centre animals, music, storytelling and much more. Children are encouraged to initiate or continue their own projects and investigations that may last days or weeks. Children are also provided with opportunity and encouragement to be involved in collaborative investigations with other children in small to large groups.

The program and daily routine are flexible and recognise the individual needs and interests of the children. Visitors, incursions and excursions are planned throughout the year to extend the children's learning beyond the walls of the preschool enhancing children's cultural identity and perception of the world we live in.

Family is a big and important part of our programs and so you and your family members are always welcome to participate in the daily life at preschool and are encouraged to spend time with your child at the centre.

Settling your child into Childcare & Preschool

Some children settle into care quickly, whilst others may take longer. We are sensitive to and aware of the anxiety that some children and families may feel when starting at a new centre. We try to make this transition as smooth as possible for you and your child through our orientation program. Part of the program is for you to visit the Centre with your child for a short period(s) prior to their commencement date.

1. Prepare them in advance by talking about what they will take to the centre, and the activities (e.g. painting, drawing, craft, bikes, animals, music, block, trucks etc). if you are positive, you child will be too 😊
2. When it's time to leave, try to do so quickly. Wherever possible settle your child into an activity. Even when a child understands that you will "come back", the moment of parting can still be unsettling
3. Always say goodbye. Before you leave your child for their first day, make sure you say to them you will pick them up later and take them home. Always say 'goodbye' as this develops a secure and trusting relationship between you and your child. (even if your child is distressed, to slip away breaks down trust)
4. Use regular set phrases for when it's time to go (e.g. 'Mummy/Daddy is going now. I will be back after rest time', etc)

If you have any concerns about settling your child into the Centre, please talk to the director and/or educators. We encourage all parents to ring throughout the day to find out how their child is fairing and to discuss any

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Arrival

To ensure your child's safety, we require that an authorised adult (over 18 years of age) must accompany your child into the Centre Sign your child in upon arrival with the time noted.

Inform Educators if:

- You are going to be away from your place of work or home for the day, and leave a direct contact telephone number for a medical emergency.
- Someone different is collecting your child
- Your child is unwell or has been sick
- Your child requires medication throughout the day
- Your child has been given medication at home within the past 24 hours
- You are aware of anything that might have happened/or is planned that we should know about to ensure we meet your child's needs
- Before you leave, inform an educator of your child's arrival

Parking

There is ample parking on premises in the carpark at the front of the Centre.

Departure

To ensure your child's safety, we require that your (or another authorised adult over 18 years of age) collect your child from the Centre. Sign your child out on departure with time noted. Before you leave, inform an educator of your child's departure.

→ It is a legislative requirement that your child is signed in and out of the Centre.

Your signatures are also required to be eligible for CCB & CCR payments for that day.

Persons authorised to collect children (authorised nominees)

At the time of enrolment, parents must provide the Centre with the names and contact details, including telephone numbers, of any persons authorised to collect their children. Parents must notify the Centre of any changes to this authorisation. If someone other than the authorised nominee (as indicated on the child's file) is to collect your child, the Centre must be notified in writing. Children will be released to authorised persons only. Photo ID must be shown before a child will be permitted to leave the Centre with a person unknown to staff. All authorised persons collecting children must be eighteen (18) years or older.

Parents who have court orders or legal parenting plans must provide the Centre with a copy for our records. If no legal documentation on who may pick up the child exists, the child will be released to either parent until the centre is advised otherwise in writing.

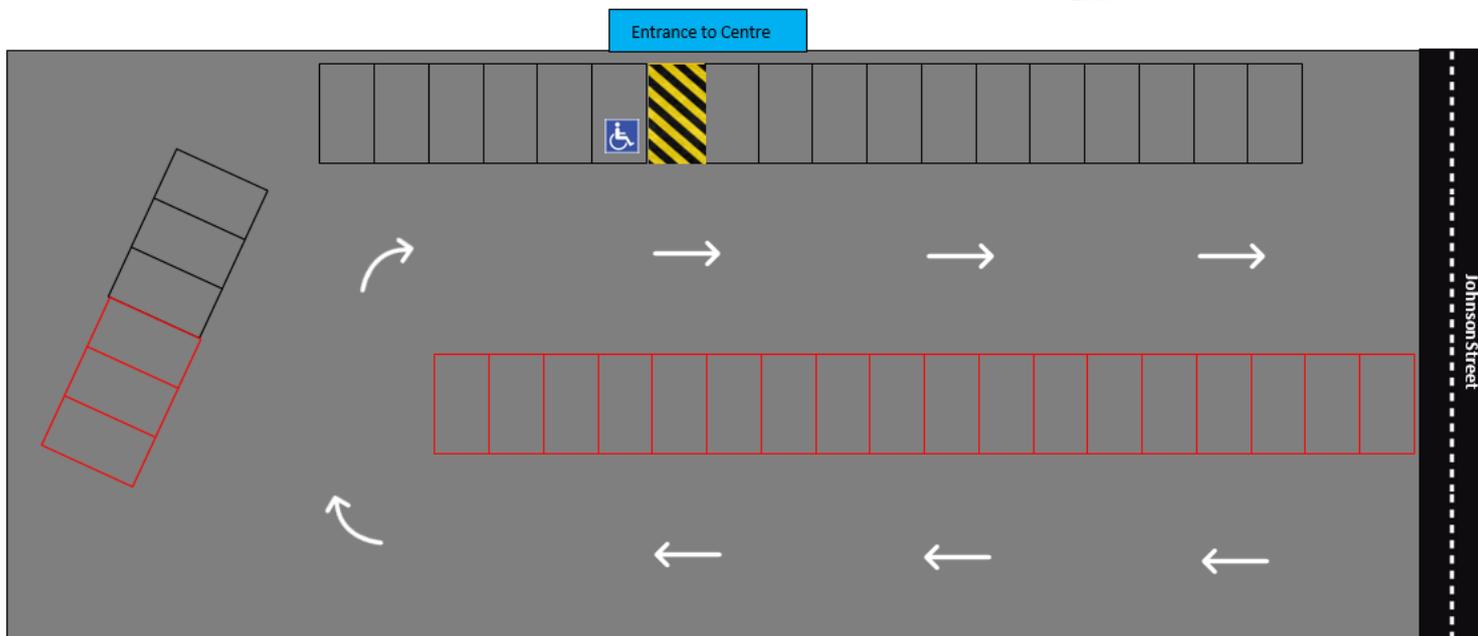


(Refer to the 'Family Law and Access policy' In the Centres Policies and Procedure Folder)



CAR PARK MAP

Please park in spaces indicated with black outline



Late Collection

The Centre closes at 06:30pm each night. To enable this to occur, **Parents need to arrive at least 10 minutes before that time to collect your child**, sign off, gather any personal belongings, and perhaps have a brief chat with educators.

A late fee of \$5.00 per minute per child applies for children collected after 6:30pm (by Centre Directors Phone clock). Parents will be given a Late Fee Form to sign upon arrival at the Centre. Payment of any late fee is due the following week. (Refer to the 'Fee Payment Policy' in the centre's Policies and Procedures Folder)

Emergencies do occur and the Centre understands this. Such an event, parents may be delayed and are asked to advise the Centre well before closing time.

If your child is still at the Centre at 6pm and you have written down an earlier pick up time and we have not heard from you, we will take the following steps (in order):

1. Attempt to contact you at home, work or school
2. Call the people listed on your child's Enrolment Form as 'Emergency Contacts' and authorised to collect your child.
3. Call the Police Department or Crisis Care to advise them of the situation and consult on what action to take
4. Inform the NSW Department of Education

Arrival and departure of a child with a member of staff

Bright Beginnings Maitland Early Learning Centre does not allow educators to pick up or drop off children to and from residences (exemption of own children).



Partnerships with Parents

Communication between parents and educators and parental involvement are vital to high quality service. Activities involving the whole family are offered periodically during the year but we encourage parents, grandparents and family to visit anytime.

Your child's growth and overall development will be communicated to you throughout the year, and a more formal portfolio is provided at the end of each year. All are encouraged to participate in the publishing of the program. In addition special conferences can be scheduled whenever the need arise to discuss your child's growth, progress, development and goals.

All important information and newsletters will be displayed in the foyer on the Parent Information Board as well as an electronic copy will be emailed to you. But feel free to approach educators and or director with any questions at any time. Our centre is committed to providing information to all our families and will translate any material such as forms, newsletters, portfolios and information sheets to your home language, on request.

Please inform the Centre Director if:

- Your child is sick or going on holidays
- Custody / access arrangements have changed
- Your child's immunisation has been updated
- Your contact number or address has been changed
- Your work phone or workplace has changed
- Name of persons authorised to collect your child, and their contact details have changed
- There is any other information pertinent to education and care for your child

Parent & Family Participation

The Centre values and appreciates any support or involvement by parents and families. Ways in which you can get involved include:

- Chatting to staff about your child's day
- Sharing / discussing your child's needs and interests with educators
- Offering ideas and suggestions for improvement
- Commenting on online posts uploaded onto our secure website, Facebook Page and/or Instagram Page
- Reading the Daily Program for your child's room
- Reading our Centre displays
- Reading / Cooking with the children
- Sharing skills, talents and cultural aspects of family life
- Adding comments and suggestions to our Quality Improvement Plan
- Assisting with collecting resource materials (e.g. wool, egg cartons)
- Assisting with in-house incursions and/or excursions or activities
- Attending social and parent functions

Please feel free to write down any ideas and suggestions that you would like to see happen at the centre or with your child's program and attach to our QIP Display in the hallway or place in the suggestion box located in the entrance foyer. If your child has any special interest areas that you wish to share with us, please let educators know so that we can program for these interest based areas.

Parent Library

Our Centre has a wonderful parent library to the right hand side of the foyer/entry area. The library contains pamphlets, magazines, journals, links to websites and contacts along with other child related information. There is also an Inclusion Folder – this folder contains our Additional needs, Inclusion, Educational Program and Support Policies. Including information on support agencies for families and children with additional support needs. This folder also contains research based articles and information for parents and families to review.

Family Input

Here at Bright Beginnings Maitland Early Learning Centre we value your comments and suggestions in the planning and evaluation of the Programs. As parents you know your child's interests and areas that can be enhanced and developed best. It is through analysis that we improve the quality of education and care for your child. With this in mind we strongly recommend that you speak with the educators in your child's room and/or the Centre director about your child's interests frequently, as this tends to change as your child grows, enabling educators to always have current room experiences and projects that align with your child's interests.

Feedback can be done via:

- General conversation with your child's Educator or Centre Director
- Making comments on our Facebook or Instagram pages
- Making notes on the room communication board and/or Daily program book
- Filling out & returning Family Input Sheets
- Organising interviews to view program & individual portfolio for you child
- Adding suggestions to Quality Improvement Plan display in Foyer/Hallway
- Emailing any information or comments to centre director;
maitland@brightbeginningschildcare.com.au



Grievance & Complaints Procedure

Bright Beginnings Maitland Early Learning Centre always seeks to resolve any parental concerns that impact upon, or affect the wellbeing of children, parents or educators, or the operations of the centre as quickly as possible. It seeks to do this in a fair and positive manner, and in the spirit of consultation, cooperation and resolution.

Concerns about the care or safety of your child are to be raised with the educators or the Centre Director. If you do not receive satisfactory resolution, or the concern is with some aspect of the Directors performance, please contact:

Lauren Welch

Approved Provider/Operations Manager

PO Box 80, GRETA 2334

Phone: 0412 44 0198

The Department of Education, Early Childhood Education and Care Directorate can also be contacted.

Their contact details are:

Department of Education

Early Childhood Education and Care Directorate,

Locked Bag 5107 Parramatta, NSW 2124

Phone: 1800 619 113



Further details on how to pursue a complaint or grievance can be found in the 'Grievance Policy' in the centres Policies and Procedures Folder.



Food and Nutrition

Our Centre provides 5 nutritionally balanced meals per day, consisting of, But not limited to; Breakfast, Morning Tea, Lunch, Afternoon Tea, & an Evening meal. The meals are all prepared by Chef, Childhood Nutritionist and Director of Kids Gourmet Food, Matthew Krelle.

Our Centre boasts two 6 week rotating menus, differing slightly based on child age groups. Our meals are healthy and nutritionally balanced, and seasonally and culturally appropriate. Our Menus are displayed in the foyer outside the Kitchen, with the weekly menu always dated & emphasized to make it easy to spot where we are up to.

We cater for all allergies, intolerances and preferences. Please discuss any specific instructions or requests with our Centre Director upon enrolment so that this need can be catered for.

Water is always readily available to all children, and is offered regularly as well as being available at all meal times throughout the day.



(Refer to the 'Nutrition Policy' in the centres Policies and Procedures Folder)

Sun Protection

Here at Bright Beginnings Maitland Early Learning Centre we follow sun smart guidelines and have developed a comprehensive SunSmart Policy that meets the guidelines of Caner Council NSW.

Our Aim is to improve the health of children and educators by reducing their risks of skin damage and skin cancer.

How we do it:

- The Centre provides children with a SunSafe hat upon enrolment
- Children & Educators wear broad brimmed bucket hats whenever outside
- Families are encouraged to apply sunscreen to children on arrival and prior to leaving home in the morning. (You are welcome to use the sunscreen in the foyer or classroom)
- When outdoors SunSafe & appropriate seasonal clothing, covering shoulders, back & stomach
- All children & educators apply SPF 30+ broad spectrum water resistant sunscreen 20 minutes before going outdoors
- Little Treasures Childcare meets regulatory requirements for shade in the playground no matter the time of day
- Babies under 12 months are always kept in the shade
- Sun protection is prioritised when excursion are planned
- Sun Protection awareness activities (both planned & spontaneous) are included in the playground

Child Protection

Here at Bright Beginnings Maitland Early Learning Centre we abide by The Children and Young Persons (Care and Protection Act) 1998 Legislation. This requires educators by law to report to Community Services if they suspect (using their professional judgment and training), on reasonable grounds, that a child or young person is at risk of significant harm.

Emergencies + Safety Drills

The Centre has an emergency and evacuation plan for dealing with a range of possible incidents and threats, including fire. These procedures are displayed in each room. Fire extinguishers are installed throughout the centre, as well as a fire hydrant and fire blankets, all of which are maintained.

Educators are training and refreshed in the use of all equipment.

Safety drills involving educators and children are practised randomly a minimum of 4 times per year. They are called without warning at different times of the day and on different days of the week.

After each safety drill, educators and the Centre Director conduct evaluations, if a problem is revealed with the drill, appropriate changes are made.

Fire Safety officer inspects the premises annually.

Immunisation

The Australian Government provides routine childhood vaccinations free through the National Immunisation Program. The NSW Government passed a bill to amend the Public Health Act to strengthen vaccination enrolment requirements. From 1st January 2018.

The new requirements prevent child care facilities from enrolling children unless an AIR Immunisation History Statement is provided, showing that the child is up to date with their schedule. No other form of documentation is accepted.

All families, educators and visitors to the centre will be informed in writing that an outbreak of the particular infectious disease has occurred. The Director/Approved Provider has the right to send a sick child or Educator home if they are believed to be unwell and possibly contagious.

Infectious Disease

Young Children have immature immune systems and the nature of their play makes them more susceptible to the risk of cross-infection, especially in their first year of group care. In addition to Educators and children maintaining health and hygiene practices, the Centre also excludes children and Educators in accordance to the National Health and Medical Research Council Guidelines outlined in the table below. Children and Educators who have contracted an infectious disease may only return to the Centre on presentation of a medical clearance certificate, which confirms that they are no longer contagious and are well enough to return to the Centre.

However, the Director has the ultimate responsibility for deciding if a child is well enough to return to the Centre. If a difference of opinion exists between the parents/Doctor and the director, she/he will contact the Authorised Public Health Unit for advice.



A child who has had vomiting or diarrhoea may only return to the Centre 24 hours after their last loose bowel motion or episode of vomiting. This is to ensure the health, safety and wellbeing of ALL Children at the Centre is

Child Programs – National Immunisation Program Birth to 5 years

Age	Vaccine
Birth	<ul style="list-style-type: none"> Hepatitis B (hepB)^a
2 months	<ul style="list-style-type: none"> Hepatitis B, diphtheria, tetanus, acellular pertussis (whooping cough), Haemophilus influenzae type b, inactivated poliomyelitis (polio) (hepB-DTPa-Hib-IPV) Pneumococcal conjugate (13vPCV) Rotavirus
4 months	<ul style="list-style-type: none"> Hepatitis B, diphtheria, tetanus, acellular pertussis (whooping cough), Haemophilus influenzae type b, inactivated poliomyelitis (polio) (hepB-DTPa-Hib-IPV) Pneumococcal conjugate (13vPCV) Rotavirus
6 months	<ul style="list-style-type: none"> Hepatitis B, diphtheria, tetanus, acellular pertussis (whooping cough), Haemophilus influenzae type b, inactivated poliomyelitis (polio) (hepB-DTPa-Hib-IPV) Pneumococcal conjugate (13vPCV) Rotavirus b
12 months	<ul style="list-style-type: none"> <i>Haemophilus influenzae</i> type b and meningococcal C (Hib-MenC) Measles, mumps and rubella (MMR)
18 months	<ul style="list-style-type: none"> Diphtheria, tetanus, acellular pertussis (whooping cough) Measles, mumps, rubella and varicella (chickenpox) (MMRV)
4 years	<ul style="list-style-type: none"> Diphtheria, tetanus, acellular pertussis (whooping cough) and inactivated poliomyelitis (polio) (DTPa-IPV)

Recommended minimum exclusion periods

ADAPTED FROM STAYING HEALTHY | 5TH EDITION | 2013

Condition	Exclusion of case	Exclusion of contacts ^a
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV) infection	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded
Cryptosporidium	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Diarrhoea (No organism identified)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Glandular fever (mononucleosis, Epstein Barr virus (EBV) infection)	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded. Contact a public health unit for specialist advice
Head lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice	Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible	Not excluded
Human Immunodeficiency virus (HIV)	Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses	Not excluded
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded
Hydatid disease	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a waterproof dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well	Not excluded
Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash	Immunised and immune contacts are not excluded For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded. Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case
Molluscum contagiosum	Not excluded	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated and incompletely vaccinated contacts, or antibiotics
Pneumococcal disease	Exclude until person is well	Not excluded
Roseola	Not excluded	Not excluded
Ross River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours ^b	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Toxoplasmosis	Not excluded	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is produced from the appropriate health authority	Not excluded. Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics
Varicella (chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred	Not excluded

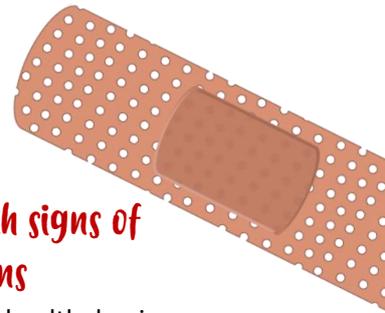
^a The definition of 'contacts' will vary according to the disease—refer to the specific fact sheet for more information.

^b If the cause is unknown, possible exclusion for 60 hours until cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 60 hours.

Adapted from SA Health Communicable Disease Control Branch: <http://www.dh.sa.gov.au/pubs/branches/branch-communicable.htm>. Note that exclusion advice is consistent with Series of National Guidelines (SoNGs) where available.

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- Head lice: Exclusion is only required until all eggs and lice have been removed from the hair and once treatment has commenced. No medical certificate is required to return to the Centre but treatment is necessary to stop further infestation to Educators and Children.

The Centre is required by legislation to inform their local Public Health Unit whenever:

- Either Educators or Children contract a vaccine-preventable disease
- An outbreak, that is two or more cases of other infectious disease, occurs in a centre
- Either educators or children contract a notifiable disease

The local Public Health Unit guides and assists the Centre to manage any such outbreak and provides the Centre and families with accurate information.

The Centre is also required, by the Education and Care Service National Regulations 2011, to inform all families:

- That an instance(s) of the disease has been identified
- Of the symptoms of the condition
- Of the exclusion time from Centre for any infectious persons
- If a medical clearance is required before returning to the Centre
- In a way that maintains confidentiality of individual person(s) or families.



Management of children with signs of illness or infectious conditions

In order to keep high standards of health, hygiene and cleanliness we request families to inform Centre immediately if their child or member of family has contracted an infectious disease.

Furthermore, to safeguard the health of other children at the centre, any Educators or Children with the following signs or symptoms will not be admitted to the centre:

- Ear, eye or concerning nasal discharge
 - An undiagnosed rash
 - High temperature
- (Refer to 'INCIDENT, INJURY, TRAUMA AND ILLNESS POLICY in the Centres Policy & Procedures Folder)
- Infectious sores or diseases (Children need a doctors clearance before re-admittance)
 - Vomiting and/or abnormally loose bowel actions for that child
 - Any obvious sign of ill health (e.g. difficulty breathing, barking cough)
 - Head lice (please look to top left hand section of this page)

If a child become unwell or has infectious condition whilst at the Centre, a staff member holding a first-aid certificate is to assess the child's condition as per the steps below.

- Take the child's temperature. If a child has a temperature higher than 38`they will follow Policy in regards to dealing with high temperatures
- Inform Director of the childs condition
- Find a quiet area where the child can rest comfortably and be observed by an Educator for any escalating symptoms
- Inform parents and ask them to collect the child from care as soon as possible
- Call an ambulance, if necessary

Parents are required to sign the Incident/Injury/Trauma and Illness Report when they collect their child from the centre.

Incident, Injury, Trauma and Illness Management

Educators at Bright Beginnings Maitland Early Learning Centre care go above and beyond to minimise the chance/likelihood of any accident happening at the centre.

All Educators are trained in actively supervising children whilst engaging in meaningful play activities with them, also supervising children as they pass from activity to activity.

Our Approved Provider and Operations Manager have organised our roster so that we are always meeting or exceeding Ratios during both inside and outside play. All educators also hold current First Aid Certificates & Asthma and Anaphylaxis Certificates, and are attentive and quick to respond to any signs or injuries, trauma or illness.

In the event that a child is injured; or becomes ill; or suffers a trauma, Educators will:

- Follow the DRABCD Action Plan
- Complete the Bright Beginnings Maitland Early Learning Centre Incident, Injury, Trauma and Illness form. (Make relevant copies for family + hospital if necessary)
- Travel with child to hospital (if necessary)
- Pass completed form onto Centre Director/2IC to enter details into Centres Injury Register
- Notify family as soon as practically possible, but no later than 24 hours after the occurrence
- Advise the NSW Department of Education, Early Childhood Education & Care Directorate immediately (if the child receives medical treatment by a registered medical practitioner)
- Ensure all report forms and documents have been signed by Educators and parents.

Administering Medication

Our Service and our educators will only administer medication to a child if it is prescribed by a medical practitioner, authorised or the child is experiencing an asthma or anaphylaxis emergency. We recognise it is essential to follow strict procedures for the administration of medication to ensure the health, safety and wellbeing of each child using the service.

When Medication is administered at the centre, the following procedure applies:

- Parents have completed the Medication Form, available from all Classroom Rolls or front office
- Prescribed Medication (prescribed by: registered Medical Practitioner) Is only administered to a child when in its original container, bearing the original chemists label with full details of:

- | | |
|--------------------------|----------------------|
| + Child's Name | + Name of Medication |
| + Dosage | + Frequency |
| + How to be administered | + Date of dispensing |
| + Expiry Date | |

- Medication is to be handed directly to the Centre Director or Educators and will be stored in childproof locked medication containers. However EpiPens are stored readily accessible to staff (but still inaccessible to children)





Fees

1. A standard yearly Enrolment fee/Re-enrolment fee of \$50 per child is to be paid on re/enrolment. This annual fee includes the cost of administration for re-enrolment, hats, drink bottles, shirts, portfolios as well as special crafts throughout the year.
2. Daily Fees:
(The below pricing is before any CCB or CCR payments you are entitled to have been discounted).
 - 0-2 years - \$110 per day
 - 2-3 years - \$95 per day
 - 3-6 years - \$89 per day
3. Upon enrolment, you will be required to pay two weeks of fees in advance. Upon providing (2) two weeks' notice of your intention to withdraw your child from the centre the advanced payment will be used, and any different refunded or payable will occur on your last day of attendance.

Child care benefit & Child care Rebate is available. Child Care Benefit requirements must be met prior to claiming Child Care Benefit. Centrelink will assess your gross family income to determine the percentage of rebate your family is entitled to.

Additional information can be obtained from 136 150 or www.childcarerebate.gov.au

Child Care Benefit

The Child Care Benefit is income tested and is paid directly to the Approved Child Care Service to reduce the fees that eligible families pay. To apply please visit Centrelink in person or online through the Department of Human Services Website.

- ➔ Child Care Benefit will only be paid for days where the Child Care attendance records (both arrival and departure) are accurately complete and signed by parent or nominated authorised adult.

Payment of Fees

Fees are due two weeks in advance at all times and can be paid via our Direct Debit system – EZI DEBIT or Via Eftpos at the Centre.

Fees are processed on the first day of each week, children may not be admitted if fees are not current. ALL OVERDUEACCOUNTS INCUR A LATE FEE OF \$5.00 PER WEEK, INCREASING BY THE SAME AMOUNT FOR EACH ADDITIONAL WEEK ACCOUNT IS IN ARREARS. Public holidays and days absent must be paid for, as you are paying for the position to be held.

A statement of fees will be provided weekly via email or if requested in hard copy.

If you have any query's about your fees please don't hesitate to contact the centre director, on the odd occasion that we cannot answer you queries immediately we will endeavour to have an informed answer for you within 24 hours. The centre operates under a number of policies and procedures which are determined by the Department of Education & Early Childhood Education and Care Directorate, Centres Approved Provider, Operations Manager, Centre Support, Educators and parents.

Alter booked days/or withdrawal

We require two weeks' notice in writing (not verbal) if you intend to swap your child's enrolled days, increase or decrease days, or withdraw your child's enrolment. Forms are available at the front reception from our Centre Director.

Privacy Statement

Bright Beginnings Maitland Early Learning Centre complies with relevant Australian and State government regulatory requirements. It is licenced by the NSW Department of Education which regulates its ongoing compliance with the National Quality Framework, Education and Care Services National Regulations 2011 and the Education and Care Services National Law.

As part of providing safe and high quality early education and care, Bright Beginnings Maitland Early Learning Centre is required by legislation to collect personal, sometimes sensitive information about families and children. All information is protected in accordance with the National Privacy Act 1988.

Personal details collected from families are stored in locked filing cabinets and on password protected servers. Access to this information is then only made available to those directly related to the care of your child.