HappyLand Logo Colour

**PARENT HANDBOOK**

**HI AND WELCOME TO HAPPYLAND KIDS**

Happyland Kids has been established since 10th May 2004. The service is family owned and operated childcare centre that caters for children aged 6 weeks – 5 years, as well as catering for primary school age children.

At Happyland Kids we offer the parents the best quality care, one of the ways which we do this is by providing you with qualified and experienced trained staff. By having qualified staff, teachers are able to provide the children with challenging and developmentally appropriate programs to cater for each of the children’s needs. During your child’s time at Happyland Kids, you and your child will have fun and feel welcome in your surroundings, due to staff being caring and supportive of the children’s, parents and visitors individual needs.

We look forward to meeting all children and parents and being a part of your child’s growth and development.

Regards

Sam Indelicato

Nominated Supervisor / Owner

**CENTRE OPERATING DAYS AND HOURS**

Happyland Kids Childcare Centre is open Monday – Friday between the hours of 6:30am – 6:30pm. The only days that Happyland Kids is closed are public holidays. Happyland is open every day over the school holidays. During these times we offer Long day care for children aged 6 weeks – 5 years, Before and After School Care and Vacation Care during school holidays for children aged up to 12 years.

If your child has not been picked up after 6:30pm a late fee will apply. This fee is $10 for the first 5 minutes and then $1 per minute after that. An educator at the service will call parents or contacts to see if anything has happened and be informed about when the child will be picked up. If there is no answer with these calls after 30mins the centre will have no option but to call the Child Protection and Crisis Centre 24 hour service.

**SETTLING IN**

Before commencing on your first day we suggest that you organise with us a play date, this can be for 30mins or an hour so your child can start to become familiar with their surrounds and also the educators and children. Drop offs can be stressful for both child and parent, as soon as you arrive one of our educators will come over and greet your child and yourself and help with the process. We suggest once goodbyes have been said it is best to leave straight away as this can make transition easier for your child. Not all children react in the same way this is why communication between parent, child and educator is crucial in helping our families to adjust. Parents are more than welcome to call the service whenever they feel to be able to get updates on how their child is settling. Parents will have the opportunity to talk to their child’s educator on the phone directly to ask any questions they may have.

**PARENT PARTICIPATION AND COMMUNICATION**

Staff and parents communicate on a daily basis at our centre. This is important so that information can be shared between the two regarding the child. Parents are able to communicate with educators either in person or by using Kindyhub to find out information regarding their child or the Centre. Staff as well as the Director is always available to talk about your child’s development and progress. We ask parents to talk to the educators or Director regarding anything to do with their child, all communication is strictly confidential.

**ARRIVAL AND DEPARTURE FROM THE SERVICE**

At Happyland Kids Educators, Parents and Visitors need to be aware of what to do when dropping off and picking up children.

**Arrival:** When parents arrive for the first time they will be shown how to setup their electronic sign in on the iPad or computer in reception. This needs to be done every morning when dropping off your child. Each person in your contacts that are allowed to drop off or pick up your child will have their own unique sign in.

If your child has medication for the day please ensure that you speak with an educator regarding this so they can fill out a medication form which needs to be signed by the parent. All medication is to be placed in the main kitchen fridge. When dropping your child off please make sure that an educator has been notified and please pass on any messages or information about the child (e.g. breakfast, sleep, any changes). This will be passed onto your child’s teacher.

**Departure:** Children need to be signed out using the iPad or computer located at front reception. If you have someone different picking up your child please notify Director or staff member prior to collection. All new people that come to the service to pick up children will be asked for photo ID, without photo ID the service will not allow the children to be released from our care.

If we have not received prior notification regarding a different person picking up your child, the Director will call and make sure that it is okay for them to pick up the child.

Only people over the age of 18 years are permitted to pick up the children from the service. If a visitor refuses to provide identification they will not be granted permission and asked to leave the service.

**NOTIFICATION OF CHANGES RECORDED ON YOUR CHILD’S ENROLMENT**

If at any time any information changes in relation to your child’s details the service needs to be notified straight away. Any details like contact details, address, place of employment, persons to collect or any medical records need to be updated with the service so it is available should circumstances arise and you need to be contacted.

**EARLY YEARS LEARNING FRAMEWORK (EYLF)**

The Early Years Learning Framework is an early childhood curriculum framework, which will guide early childhood educators in developing quality, early childhood education programmes. The framework describes the principles, practice and outcomes to support and enhance young children's learning from birth to five years, as well as their transition to school. This will help ensure consistency in the delivery of learning programmes around Australia.

**BELONGING**: Experiencing belonging – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children’s interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

**BEING:** Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children’s lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life’s joys and complexities, and meeting challenges in everyday life. The early childhood years are not solely preparation for the future but also about the present.

**BECOMING:** Children’s identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.

By using EYLF 5 key learning goals, these assist educators to help with the development of your child:

* A strong sense of their identity
* Connections with their world
* A strong sense of wellbeing
* Confidence and involvement in their learning; and
* Effective communication skills

**NATIONAL QUALITY FRAMEWORK (NQF)**

On 1 January 2012, the National Quality Framework will be established and will apply to most long day care, family day care, preschool (or kindergarten) and outside schools hours care services.

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services through:

* a national legislative framework
* a National Quality Standard
* a national quality rating and assessment process
* a new national body called the Australian Children’s Education and Care Quality Authority.

The National Quality Framework will take effect on 1 January 2012 with key requirements being phased in overtime. Requirements such as qualification, educator-to-child ratios and other key staffing arrangements will be phased in between 2012 and 2020.

National legislative framework

The national legislative framework is established through an applied laws system and consists of:

* the Education and Care Services National Law
* The Education and Care Services National Regulations. It creates a jointly governed uniform national approach to the regulation and quality assessment of education and care services and replaces existing separate licensing and quality assurance processes. For many services this integrated approach means less red tape. A Regulatory Authority in each state and territory will be primarily responsible for administering the National Quality Framework, including approving, monitoring and quality assessing services. It will be the first point of contact for services. A new national body—the Australian Children’s Education and Care Quality Authority—will oversee the National Quality Framework and ensure the consistent and effective implementation of the new system.

National Quality Standard

The National Quality Standard sets a new national benchmark for the quality of education and care services. The National Quality Standard is divided into seven Quality Areas:

1. Educational program and practice

2. Children’s health and safety

3. Physical environment

4. Staffing arrangements

5. Relationships with children

6. Collaborative partnerships with families and communities

7. Leadership and service management.

The National Quality Standard aims to promote:

* the safety, health and wellbeing of children
* a focus on achieving outcomes for children through high-quality educational programs
* Families’ understanding of what distinguishes a quality service.

National quality rating and assessment process Approved Services will be assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations. They will also be given an overall rating. The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children’s education and care.

**PAYMENT OF FEES POLICY**

Fees are made with Ezi Debit, A form will be given to you on enrolment which will need to be completed and handed back in. On this form please indicate either weekly or fortnightly pay cycle and commencement date. Centre management can assist with a quote on the price of fees. If you would like to pay by Direct Deposit please speak to Centre management for details.

**All fees to be 2 weeks in advance at all times.**

**Centre fees include meals (morning tea, lunch and afternoon tea), sunscreen and extra-curricular activities**

**GOVERNMENT ASSISTANCE (CCB/CCR)**

**Child Care Benefit**

Child Care Benefit (CCB) is a payment from the Australian Government that helps you with the cost of child care. You can choose to receive CCB as an annual lump sum payment or as reduced child care fees throughout the year.

The CCB is income tested and is usually paid directly to [Child Care Services](https://www.mychild.gov.au/childcare-information/approved) to reduce the fees that eligible families pay.

You can apply for the CCB online or in person through Centrelink. To apply online, visit the [Department of Human Services](http://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit) website.

**Child Care Rebate**

An additional payment to the Child Care Benefit is the Child Care Rebate. The Rebate helps families cover the out-of-pocket costs of child care and it **is not income tested**. Even if your family income is too high for you to receive the Child Care Benefit, you may be eligible for the Child Care Rebate. It covers up to 50 per cent of out-of-pocket costs. The annual limit for 2017-18 is $7,613 **per child**.

You may choose to receive the Child Care Rebate paid fortnightly, either directly to your bank account, or through your child care service provider as a fee reduction. You still have the option of having your Child Care Rebate paid quarterly or annually as a lump sum directly to your bank account.

If you currently receive Child Care Rebate and would like to receive fortnightly payments for the next financial year, you will need to make this change with the [Department of Human Services](http://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit).

Out-of-pocket child care costs are calculated after deducting any Child Care Benefit payments that are received.

**CENTRE POLICIES AND PROCEDURES**

In this parent handbook we have mentioned a few policies which we believe is important for you to read. All policies are available for you to read in the front foyer. If you have any questions or would like some help please see Centre Director.

**Emergency Management and Evacuation:**

Our service will conduct a risk assessment to identify potential emergencies that could affect our service and use this to prepare emergency and evacuation procedures. An evacuation may be necessary in the event of a fire, floods, bad weather, etc. All emergency evacuation and lockdown procedures are conducted on a monthly basis.

In the event of an evacuation, educators will gather all children and escort them to a designated emergency evacuation point. Children attendance will be marked off and parents will be contacted. This is why it is very important to make sure Sign IN and OUTS and done every day.

**Accident and Injury:**

Accidents and sudden illnesses are not entirely preventable, thus first Aid training is essential for all child care professionals.

At Happyland child care, all staff employed (permanent or casual) have a current First Aid Certificate and current CPR Certificate.

* First Aid Training including Asthma and Anaphylaxis is updated every 3 years.
* CPR is renewed yearly.

If an injury occurs educators will assess the child and provide First Aid. Educators will notify parents that an injury has occurred and will let them know a course of action. If a child’s injury is deemed serious emergency services will be called, a staff member will travel with the child to hospital, helping the emergency services officers with any information and will stay with the child until the parents have arrived.

Incident reports will be filled out and will have all details of the injury and also First aid that was applied; these needs to be signed by educators, director and parents.

**Health, Hygiene and Safety:**

At our centre we ensure we provide the highest care to ensure children and staff’s wellbeing. Educators and children are strongly encouraged to practice good personal hygiene practices at all times, this will minimise the risk of spreading any illnesses around the centre.

If children develop symptoms of illness while at the centre parents will be notified and arrangements will need to be made for the child to be picked up. Parents will be advised to seek medical advice and any exclusion periods will need to be adhered to.

Please ask if you require more information regarding the centre medication policy or more information about Illnesses and infection Control, exclusion periods.

**Nutrition:**

All meals are provided to the centre by Kids Gourmet Foods (KGF)

KGF work with nutritionists and dieticians and consult with national advisory groups to ensure the highest nutritional standards. In their six-week rotational menu, your children’s meals contain food from the five food groups recommended by the [Australian Dietary Guidelines](https://www.eatforhealth.gov.au/guidelines/about-australian-dietary-guidelines).

Our healthy and balanced meals include a variety of:

* Fresh vegetables and legumes
* Seasonal fruit
* Wholegrains and seeds
* Lean fresh meat and fish
* Dairy options

Their menus also offer a wide selection of fresh fruit and raw vegetables with morning and afternoon tea, as well as steamed fresh vegetables at lunchtime.

**Multicultural Policy:**

Our centre believes in incorporating multicultural activities into the program as it teaches children, staff and parents that we are all diverse but we can still learn about each other. Our centre ensures that all children no matter what colour, shape, sex or religion they are we are all treated equally and as individuals.

**Immunisation:**

On enrolment parents will need to supply their up to date immunisation record for their child. In the case of an illness or infectious disease outbreak the centre will notify parents. Exclusion periods may be forced, all details regarding immunisation and exclusion periods are available at the front office.

**Medication:**

When medication needs to be administered to children parents will need to complete a medication form located in your child’s room. All details will need to be filled out including the time the medication is to be given and also when it was last given to the child. By filling this form out this gives educators permission to administer your child the medication prescribed.

All medication must have a chemist label, with the child’s name and dosage on the label. All medication is to be given to the educator where it is placed in our main kitchen fridge. No medication is to stay in the child’s bag.

**COMPLAINTS AND GRIEVANCES**

**All Complaints and Grievances can be addressed to:**

Approved Provider/Owner: Salvatore Indelicato – sam@happylandkids.com.au

Assistant Director: Karen Campbell – [Karen@happylandkids.com.au](mailto:Karen@happylandkids.com.au)

Phone: 07 55940066

**OFFICE OF EARLY CHILDHOOD EDUCATION AND CARE (OECEC)**

If at any time the Office of Early Childhood Education and care need to be contacted in regards to any issues the nearest location is Oxenford. OECEC can be contacted by parents if there is an issue which may not be able to be resolved at the service and parents would like further information regarding. OECEC is the licensing body in which all child care services report back to.

Early Childhood Education and Care

PO Box 492

Oxenford 4210

Telephone: (07) 5656 6688

After hours for Emergencies 1800177135

Email: [southeastregion.ecec@det.qld.gov.au](mailto:southeastregion.ecec@det.qld.gov.au)

Happyland Kids Childcare Centre is licenced for a Centre Based Child Care Service under the Section 11 Childcare Act 2002