

## Making Waves Early Education Centre Handbook for Families

### SECTION 1- Introduction

#### **Welcome**

Welcome to Making Waves Early Education Centre. We are a privately owned and operated centre that prides itself on having Owner/ Directors that have extensive experience working with children in a variety of roles in Early Childhood, Education and Welfare.

The objectives of the service:

- To provide child care and education for children between 6 weeks and 5 years.
- To facilitate innovative programs responsive to individual, family and community needs.
- To create an environment that supports sustainability.
- To ensure children learn through hands on experiences in natural, inviting environments.

#### **Values and Beliefs**

We believe that the role of an Early Childhood Educator is to provide child-oriented programs that meet the needs of all children as individuals. Through ongoing observation, developmental knowledge and family input towards the program, we can extend and challenge the children to build skills they will require for life.

The environment is challenging and welcoming. Children can make choices regarding activities, resources and equipment. Since children learn through play, we provide hands on experiences that motivate learning and encourage exploration.

All children are treated equally regardless of gender, race, ability, religion, economic status or family structure. In fact, we promote similarities between people rather than differences. As early childhood educators we guide and model respect and empathy for everyone.

#### **Aims**

- To foster a sense of belonging for children and families
- To ensure children are cared for, educated and respected
- To promote and encourage confidence and life skills
- To work in partnership with families
- To maintain a clean, safe and healthy environment for children

#### **Operation Times**

Making Waves is currently open from 6:30 am to 6:00 pm Monday to Friday. The service closes for all public holidays and a short time over Christmas to give children time to spend with their families.

#### **What makes Making Waves a centre of excellence?**

- Higher ratios of staff to children to ensure the best possible care is provided.
- Hands on enrichment in learning about sustainability and looking after our environment.

## **SECTION 2 – Fees and Administration**

### **Fee's**

Fees are paid weekly and are paid through our direct debit system. Fees are taken from your account every Thursday afternoon for the present week. There is a \$0.75 processing fee which is added on to fees weekly for the direct debit service from iPay.

If you have insufficient funds in your account on the agreed date you will incur a \$2.75 dishonor fee that is issued by iPay. You will also be responsible for any of your own bank dishonor fees.

### **Bond**

A bond payment is payable prior to commencement and is charged at one week's full fees. The bond payment is a security deposit for a position within Making Waves. This amount is used as a credit onto your account at the end of the enrolment. We understand that this can be a large amount for full time children, so we are happy to discuss a payment plan with you.

### **Approved and Allowable Absences**

Fees are payable for every day that your child is enrolled, including all absences. Government regulation states that children can have up to 42 allowable absences that will be rebated. For more information call 132 650.

### **Public Holidays**

In accordance with NSW Industrial Relations Law, care must be paid for on public holidays as staff wages are paid on these days. We do however offer make up days for children that are enrolled on public holidays. Book your make up day by emailing 'admin@makingwaveschildcare.com.au'

### **Short Visit**

Once you have enrolled with the service, we welcome you for a "playdate". This is a time where you can attend the service with your child prior to your start date. This time allows you and your child to become familiar with the environment and may assist with separation anxiety. While visits are encouraged, they are not compulsory.

The first few weeks is a settling-in time for new children in care and some tears are to be expected. For some families this will be the first time you have accessed child care outside of the family.

Making us aware of difficulties helps to avoid anxiety for first time parents who may not have experienced leaving their child for extended periods of time. Visiting the centre in the lead up to enrolment is a great way to familiarise your child with their new environment and for staff and families to get to know each other.

Open communication is vital to the success of our relationship. Please feel free to call at any time throughout the day if you have any questions or if you just want to check how your child is faring.

### **Casual Days**

We book children in for casual days where places are available in an age-appropriate room. Please contact the service by emailing 'admin@makingwaveschildcare.com.au' or calling 02 4044 3135. Please be aware places may not always be available.

If you know you will be absent, prior notice is always appreciated as it assists us in placing children for an extra day.

### **Changing Days or Withdrawal**

Two weeks (14 days) written notice is required when changing days or withdrawing your child from care e.g. if you email us on Tuesday 4<sup>th</sup> then Tuesday 18<sup>th</sup> will be your last day of enrolment. Please note that your CCS rebate will not be paid by Centrelink for absence on the last day or any absences

on continuous enrolled days preceding the last day. This means you will be liable for the entire day/s fees. If, as an example, you choose not to attend during your two-week notification period you would be liable for the entire fortnight's fees for every enrolled day during that two-week period. To ensure this Centrelink regulation does not cause you any unexpected financial burden always ensure your child attends on their last enrolled day as confirmed by Making Waves EEC.

### **Custody Arrangements**

Certified copies of any court orders regarding custody and access arrangements must be provided to the service. We cannot support a request to deny access to a parent without specific current court orders in place.

### **Late Collections**

If you are going to be late collecting your child, you should contact the service immediately. Fees are charged for late collection at \$45 per fifteen minutes or part thereof so arranging an authorized nominee to collect your child should be your priority.

## **SECTION 3 – Operational Procedures**

### **Arrival and Departure**

Please ensure that when you arrive and depart, you sign in and out using the iPad located in the foyer. On arrival please place your child's belongings in their room. Our morning and afternoon routines often reflect the current weather conditions. We family group in the morning and afternoon and determine if this will be indoors or outdoors as best suits the children's needs. An approved person (person over 18 years and nominated on your enrollment form) is permitted to collect and sign your child out of the service. We will only allow children to leave the service with adults listed on the enrolment form. Please inform us in writing if a new adult is collecting your child. If adverse circumstances prevent you from informing us of a variation to who is picking up in writing, please phone the service as soon as possible.

### **First Day**

All children react differently on their first day of care. Staff will encourage your child to begin an activity. It is your choice to stay for a short time or say your goodbyes. We strongly encourage all parents to ensure they say a clear 'goodbye'. This helps your child feel safe and secure in the knowledge that it is ok to feel sad when saying goodbye, but you will ALWAYS come back to pick them up later. Please resist the urge to sneak away when your child is happily engaged in an activity. This can lead a child to feel fearful when they lose sight of their parents and lead to feelings of distrust towards your child's care givers. Often a tearful goodbye does not last long and we encourage you to call the service as often as needed during this settling in time.

### **Things to Remember**

A new environment can be an overwhelming experience for a child. However, he/she will also be developing independence, building peer relationships and developing trust and security outside the home environment. Our educators are skilled at recognising what is appropriate in relation to separation anxiety while transitioning into a new care environment. We will always call if we believe that your child is showing signs of becoming excessively distressed.

You can help by:

- Visiting the service prior to your start date
- Ensuring that your child is used to wearing a hat
- Spending some time in the service with your child on the first day
- Saying goodbye clearly and with confidence when the time comes
- Phoning during the day to see how your child has settled

**What to Bring:**

Remember, we are a 93-place service. Please label every item clearly as it is impossible to keep track of 100's of items every day. **Please note that the service is not responsible for lost items that are not labeled.**

**Bag** - Labeled clearly.

**Clothes** - Spare clothes are needed when the weather becomes cooler or warmer and perhaps for any unexpected mishaps.

**Sheets** - We ask that families bring in a fitted cot sheet and top sheet. Cot sheets fit our sleep mats for older children and cots.

**Bottles** - Please ensure that all bottles with formula are pre-mixed. Regulations prevent us from mixing powdered formula onsite. Bottles should be placed in the room fridge on arrival.

**Hat** - Children must have a hat each day. The only approved style is a bucket hat with a wide brim, please note that caps are not suitable.

**Water bottle** - A clearly labeled sippy cup or drink bottle that we can top up through the day.

**What we provide:**

**Wipes** - The centre uses high quality, fragrance-free wipes.

**Nappies** - The center uses high quality nappies in a variety of sizes to fit all children appropriately.

**Face cloths** - The children are wiped down with face cloths after each meal.

**Painting Aprons** - We cover children with an apron when they are engaging in messy play to protect their clothing where possible.

**Milk and water** - Children will be given the option of milk at morning tea and will have access to fresh water throughout the day.

**Lunch** – all meals are homemade and prepared onsite by our cook using government approved nutritional guidelines. We provide Morning Tea, Lunch, Afternoon Tea and a late snack. The menu is posted on Story Park each week.

**Sun Protection** - We supply 50+ sunscreen which is applied throughout the day and enforce the 'no hat, no outdoor play' rule. Spare hats are always onsite should a child forget their hat from home.

**What to Wear**

Casual play clothes are best. Children can then have the freedom to move and explore. Older children should not have to deal with buckles or belts. Children who are toilet training are asked not to wear overalls or jeans with difficult buttons and to make sure that shorts are one size larger to assist in pulling them up afterward.

**Sun Smart**

We ask that parents apply 50 + sun screen prior to arrival. This ensures that sun screen is effective as it needs to be applied BEFORE sun exposure. Educators will re-apply sun screen throughout the day. If your child is sensitive to sun screen, you can provide your own if it is clearly labeled.

In keeping with our Sun Smart policy, children are not permitted to wear sleeveless singlets/ dresses or tee-shirts.

October - March	Minimise outdoor un sheltered activity between 11am and 3pm. Sun protection is required at all times.
April – September	Outdoor activity can take place at any time of the day. Sun protection is required between 10am and 2pm (EST) except in June and July when the UV index is mostly below 3.

## **SECTION 4 –Care and Education**

### **Grouping**

The children are grouped according to age. Family grouping occurs in the morning and afternoons and is a wonderful opportunity for siblings to spend time together. It also gives children an opportunity to interact with children of all ages.

### **Developmental Records**

We regularly observe the children and record their strengths, needs and interests. This information is used to build your child's learning and development profile, record achievements, and document development throughout the year. Part of the enrolment process requires that ALL families complete a comprehensive survey tool called the *Ages and Stages Questionnaire*. This crucial information provided by families offers educators a snapshot of where each individual child is sitting and allows educators to build a very specific and targeted program intended to increase your child's skills and scaffold their learning as individuals.

We use an approved secure online electronic documentation storage program along with educators' diaries and floor books. Families have access to documentation via the app that can be logged into securely with individual password protection.

### **Curriculum**

Our comprehensive play-based learning program and embedded school readiness program is rated as 'Exceeding' all elements of *Quality Area 1: Educational Program and Practice* in the National Quality Standard (NQS); an achievement that reflects the commitment, skills and knowledge of our team.

Informed by current research, the EYLF and NQS, our program fosters each child's holistic development and ensures continuity of care and education throughout your child's educational journey.

Our play-based program supports each child's holistic development and is focused on all aspects of the child's learning and development including social and emotional wellbeing, emotional intelligence, social competence, independence skills and physical capabilities.

### **Rest and Sleep**

Children requiring sleep will have sleep mats available for sleep or rest time. We encourage all children to have some quiet time during the day. Understandably older children may not need a sleep and quiet activities will be provided.

### **Birthdays**

Birthdays are an exciting time for children, and we enjoy celebrating with them. We do however feel strongly that all children be given the opportunity to participate. To ensure inclusiveness and implementation of the allergy and anaphylaxis policy, we provide all birthday cakes. The cakes are free of Wheat, Dairy, Egg and Soy Products. The cakes can be ordered via the Birthday Cake letterbox located in the foyer one week prior to the child's Birthday. Please fill in the cake order envelope enclosed with \$16.

## **SECTION 5 - Health and Safety**

### **Sick Children**

Day Care is not a place for sick children. If a child becomes unwell at the service, the Nominated Supervisor or Responsible Person for the day will assess the child's condition in the following way:

- a) Take the child's temperature and if it is higher than 38.5 degrees will refer to the procedures for dealing with a high temperature.

- b) Inform the Director of the child's condition
- c) Find a quiet area where the child can rest comfortably and be observed for escalating or further symptoms.
- d) Inform the parent/guardian/emergency contact of the child's condition.

Children can return to the centre when they are well. Children who have vomited or have had diarrhea may return to the centre 24 hours after the last loose bowel motion or episode of vomiting.

If your child has any of the following you should keep your child at home as sick children need to be cared for by parents/guardian.

- Diarrhea
- Persistent cough that interrupts a child's ability to meaningfully participate in the program
- Tonsillitis
- Chicken Pox
- Ear Infection
- Hand, Foot and Mouth
- Parvovirus (Slapped Cheek)
- Vomiting
- Mumps
- Measles
- Untreated Head lice
- Scabies
- Rubella (German Measles)
- Whooping Cough
- Impetigo (School Sores)
- Urinary Tract Infection
- Influenza

### **Medication**

Medication will only be administered if it has the official pharmacy label including:

- Your child's name
- The name of the medication
- Specific dosing instructions
- Expiry date

(Please do not bring in Panadol as we have it on site. Children who need regular Panadol to get through the day should not be at the service)

Over the counter and herbal medication will only be administered if accompanied by a practitioner's letter informing us of:

- The name of the medication/supplement
- Specific instructions from the chemist/herbalist/practitioner
- Expiry date

A Medication Form must be filled out when any form of medication is bought into the service.

### **Allergies**

Please inform the service if your child has allergies/food intolerances so that appropriate care can be taken when dealing with soap, food items, insect stings or bites.

Severe allergies/anaphylaxis requires an action plan signed by a doctor. It is the parent's responsibility to provide this document to the service.

## **Asthma**

If your child suffers from asthma, it is a requirement that the treating doctor provide a current Asthma Action Plan that will be discretely displayed at the service. Children cannot attend the service until an asthma action plan has been submitted. It is the parent's responsibility to inform the service of any changes to the plan.

## **Medical Conditions**

It is imperative that parents inform us of any medical conditions an enrolled child may have during the enrolment process. This allows us to work with you to provide the best possible environment for your child.

## **Immunisation**

Parents must provide a current immunisation record on enrollment. This record will need to be updated as your child grows. While we respect the parent right to choose not to immunize a child, it should be noted that the government has strict regulations surrounding vaccination schedules and will not subsidize childcare payments for unimmunized children. This is not a Making Waves policy and can only be disputed through Centrelink.

We also require updated copies as your child receives his/her immunisations. Children cannot commence care at the service until the current immunisation record/approved conscientious objection form is on file. In accordance with NSW Legislation, in the event of an outbreak for which immunisation is available, all children who have not been immunised will be excluded from care. This is a precautionary measure to prevent cross infection. It should be noted that fees are payable on exclusion.

## **Emergency Evacuation**

Children and Staff practice emergency evacuation routines throughout the year. Evacuation plans are located at each exit of the building and in each room.

## **Child Protection**

Certain professionals, referred to as 'Mandatory Reporters', must make a written report to Child Safety Services if they have suspicions that a child is suspected to be at risk of significant harm. However, Mandatory Reporters should also report a reasonable suspicion that a child is in need of protection caused by any form of abuse or neglect. All staff at Making Waves are Mandatory Reporters and take this obligation to protect children seriously. Every staff member over the age of 18 has a mandatory 'Working with Children Check.'

## **Required Safety Practices**

In accordance with Occupational Health and Safety Laws, The National Quality Standard, the current Regulations and Laws (both national and state) we are obliged to provide a safe environment for children, staff and visitors to the service. This includes fitting safety glass, storing chemicals and hazardous products away from children's play spaces, ensuring furniture and equipment meet Australian standards, regularly facilitating fire and emergency drills, minimising trip hazards and providing a safe environment.

We have specific procedures to implement in relation to hand washing, nose blowing, nappy changing and sun-safety to meet regulated standards and ensure your child's safety.

You can actively assist by ensuring all gates and doors are closed, not smoking, never storing medication in your child's bag and holding your child's hand in the car park.

## **SECTION 6 - Parent Involvement**

### **Parents as Partners**

Parents/caregivers are the most important person in a child's life and we encourage all families to be involved in the service. If you have a musical talent, cooking talent, enjoy gardening or any other

hobby we would encourage you to spend some time with the children and be an integral part of our program. We always welcome ideas and input from families and will endeavour to incorporate these into our program.

### **Grievances**

While we do our best to ensure that families have a positive experience at Making Waves, from time to time a family member or caregiver may have a concern or grievance. At Making Waves we love to hear any and all feedback. We believe that if you are unhappy, the best way to resolve the issue is to bring it to our attention.

We pride ourselves on our ability to critically reflect on our practice and look for areas where we can improve. This is only possible if you approach us. You should know that our Director and Owner are available to chat at any time.

We also have a grievance or complaints box in the foyer for those that wish to remain anonymous.

## **SECTION 7 – Policies**

### **Governance**

Our service is legally obliged to meet its legal and financial obligations by implementing appropriate governance practices that support the provision of a high-quality child-care service that meets the objectives and principles of the National Quality Framework, the National Quality Standard and the Early Years Learning Framework. This is reflected in our **‘Exceeding National Quality Standard’** rating.

### **Service Structure**

Our service has the following organisational structure.

The Approved Provider is: Rosegum ELC PR-40017839

The Owner/Director: Sharon Jobbins

The Nominated Supervisor: Sharon Jobbins

The approved provider has a range of responsibilities prescribed in the Education and Care Services National Law and Regulations, including keeping accurate records and retaining them for specified timeframes.

Our approved provider is also responsible for ensuring the financial viability of the service, overseeing control and accountability systems and supporting the Nominated Supervisor/Responsible Person/Certified Supervisors in their roles and providing resources as appropriate for the effective running of the service.

Our Nominated Supervisor is Sharon Jobbins and she is responsible for the day to day management of our service and has a range of responsibilities prescribed in the national law and regulations.

### **Policy Manual**

Our policy manual is currently under review. The old policy manual is stored in the administration office and will be referred to while we roll out the new policies. The policies give staff and families guidelines and insight into the procedures we use to maintain a high level of care. We update our policies regularly. Family and staff input is highly valued and will be incorporated through our review process.

### **In Summary**

At Making Waves we believe that we have a responsibility to nurture not only our enrolled children, but their families as well. Secure, trusting relationships between children, families and our educators are foundational to children’s social and emotional wellbeing.

Our everyday practice is built around ensuring that each child is supported throughout their educational journey. We value the information and rich experiences each child and their family bring to Making Waves and welcome families participation and input in our program.

Communication between parents and educators is vital to maintaining successful and positive relationships. We look forward to building a long and nurturing relationship with enrolled children, their families and our community.

Please do not hesitate to contact us if you have any queries or questions.

Sincerely,

Sharon Jobbins

Owner / Director  
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