

Making Waves Early Education Centre Parent Handbook

(v202302)

SECTION 1- Introduction

Welcome

Welcome to Making Waves Early Education Centre. We are a privately owned and operated service that prides itself on having a strong management team with extensive experience working with children in various roles in Early Childhood, Education and Welfare.

The objectives of the service:

- To provide childcare and education for children between 6 weeks and 6 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 and 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. We promote similarities between children 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

Vision

Making Waves is a place for every child. Our vision is to provide a service that promotes equity and nurtures the whole child, family, and broader community. We offer a socially inclusive model that supports the full participation of every child, welcoming their unique cultural backgrounds, beliefs, abilities, and values. We acknowledge the Traditional Custodians of the land we live and work on and pay respects to Elders past, present, and emerging.

Philosophy

At Making Waves 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 each child's social and emotional wellbeing and at the core of what we offer at Making Waves.

We have a strong focus on promoting children's autonomy and encouraging the development of core life skills including self-help and self-regulation attributes. This sense of independence and child led learning is foundational in creating a learning environment that is approachable, warm, nurturing and encourages reciprocal communication. We are guided by the principles, practices and learning outcomes within the National Early Years Learning Framework. We know through research that significant cognitive, physical and emotional development occur by using a play-based learning program.

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

The indoor and outdoor environments play an essential role in supporting children's learning and development. Through interacting with the environment children will be challenged, experiment with risk, explore and experience wonder at the world around them.

We are proud to offer a service that embraces the knowledge and experiences of a diverse team. Our team is our most important resource and is the heart of our service.

Operation Times

Making Waves is currently open from 7:00 am to 6:00 pm Monday to Friday. The service closes for all public holidays and a short time over Christmas to give children and educators time to spend with their families.

What makes Making Waves a centre of excellence?

- Hands on enrichment in learning about sustainability and looking after our environment.
- Two additional Early Childhood Teachers accessible to all children, families and educators

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 Friday 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's 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

fully-refundable 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 per financial year that will be rebated. During a designated event, i.e. a natural disaster or a pandemic, the government may increase allowable absences in specific areas. For more information view the link:

<https://www.dese.gov.au/uncategorised/resources/absences-child-care>

Public Holidays (and Make-Up Days)

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. A Make-Up Day will be at no additional cost to the parent and is offered when a vacancy exists in an age-appropriate room. Please note that the offer of a Makeup Day may be revoked for operational reasons i.e., unexpected staff absences.

Short Visit or "Playdate"

Once you have enrolled with the service, we welcome you for a "playdate". This is a time when your child can attend the service while you remain on site prior to your start date. This short visit allows your child to become familiar with the environment and may assist with separation anxiety. While visits are encouraged, they are not compulsory. This is a great opportunity to fill out some information about your child if you haven't done so already, so our educators and teachers can plan for your child's first day with us.

The first few weeks is a settling-in time for new children in care and some tears are to be expected. Settling-in for each child is different and the length for settling-in varies. For some families this will be the first time you have accessed childcare 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. Completing the Child Information Sheet allows us to know your child's routines which we try to replicate in the early education and care setting.

Visiting the centre in the lead-up to enrolment is also 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. As with Makeup Days, places may not always be available and may be revoked for operational reasons. If you know your child 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 (email) notice is required when changing days or withdrawing your child from care e.g., if you email us on Tuesday 4th then Tuesday 18th will be your last day of

enrolment. Please note that your CCS rebate will not be paid by Centrelink for absences after your child's last physical day of attendance. This means you will be liable for the entire day/s fees. This is a government regulation not a Making Waves EEC policy. 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. Changing days is subject to availability and operational requirements.

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 authorised nominee to collect your child should be your priority.

SECTION 3 – Operational Procedures

Arrival and Departure

When you arrive and depart, you will sign your child in and out using the iPads located in the foyer. Spend a little more quality time with your child as you place their belongings in their learning spaces, collect their water bottles and join their peers. Our morning and afternoon routines often reflect the current weather conditions. Children are only allowed to leave the service with adults (over 18 years old) who are listed in the enrolment as Parents or Emergency Contacts. 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 and stay close to ensure a secure bond can be formed as quickly as possible. We strongly encourage all parents to ensure they say a clear 'goodbye' when they leave. 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 educators and teachers. Often a tearful goodbye does not last very long, and we encourage you to call the service as often as needed during this settling-in time. We are here for you as much as we are here for your child/ren.

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
- Saying goodbye clearly and with confidence when the time comes
- Phoning during the day to see how your child has settled

What to Bring:

Label every item clearly as it is impossible to keep track of the 100's of items bought in every day.

Please note that the service is not responsible for lost items that are not labelled.

Do not encourage your child to bring toys or items from home. A fun item for your child is a fun item for all children. It would be heartbreaking for your child to have a treasured item accidentally lost or damaged. The service will not be responsible for the toys or items being damaged or missing

Bag - Labeled clearly.

Clothes – Several sets of clothes are needed when the weather becomes cooler or warmer and perhaps for any unexpected mishaps or wet or dirty play.

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- Families to supply bottles with boiled, cooled water in the prescribed measured dose. Each bottle requires a measured dose of powdered formula stored in a separate sealed container. All bottles and containers **MUST** be labelled. As labelling protects against potential cross-contamination unlabeled bottles and formula containers will not be accepted. Labelled bottles will 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 as they do not protect the neck and ears.

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/Nappy pants - The centre uses high-quality nappies in a variety of sizes to fit all children appropriately.

Milk and water - Children will be given the option of milk each day and will have access to fresh water throughout the day.

Breakfast, Morning Tea, Afternoon Tea and Late Snack - We provide Breakfast, Morning Tea, Afternoon Tea and a late snack. We ask families to supply a lunch box containing your child's lunch. You are more than welcome to pack snacks if you're child is a grazer. We will always supply morning and afternoon tea.

Sun Protection - We supply 50+ sunscreen which is applied throughout the day and enforce the 'no hat, no outdoor play rule.

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 afterwards. Children get dirty and rough when climbing, painting, and exploring so old or cheap clothes and shoes are best for daycare.

Sun Smart

We ask that parents apply 50 + sunscreen prior to arrival. This ensures that sunscreen is effective as it needs to be applied BEFORE sun exposure. Educators will re-apply sunscreen throughout the day. If your child is sensitive to sunscreen, you can provide your own if it is clearly labelled. In keeping with our Sun Smart policy, children are not permitted to wear sleeveless singlets/ dresses.

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

SECTION 4 –Care and Education

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.

We use a 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 in securely with individual password protection.

Curriculum

Our comprehensive play-based learning program and embedded school readiness program are 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 sleep and quiet activities will be provided.

Birthdays

Birthdays are an exciting time for children, and we enjoy celebrating with them. Birthday cakes can be ordered with Rod one week prior to the child’s Birthday. Birthday cakes are \$15 – we will purchase this off-site, ensuring this is the cost of the cake.

SECTION 5 - Health and Safety

Sick Children

Our service 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 degrees, 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.

- Persistent cough that interrupts a child's ability to meaningfully participate in the program
- Tonsillitis
- COVID-19
- Ear Infection
- Hand, Foot and Mouth
- Mumps
- Measles
- Untreated Head lice
- Scabies
- Rubella (German Measles)
- Chicken Pox
- Parvovirus (Slapped Cheek)
- Vomiting
- Whooping Cough
- Impetigo (School Sores)
- Urinary Tract Infection
- Influenza
- Diarrhea

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 are far more comfortable at home with family, not in care.)

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.

No medication will be administered by the team if the first dose of a new container/bottle has not yet been administered prior to attending care.

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. A Risk Minimisation Plan will also need to be completed prior to attendance and updated yearly.

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. A Risk Minimisation Plan will also need to be completed prior to attendance and updated yearly.

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. A Risk Minimisation Plan will also need to be completed prior to attendance and updated yearly.

Immunisation

While Making Waves respect the right of the parent to choose not to immunise a child, the NSW Parliament passed a Bill amending the *Public Health Act 2010* to strengthen vaccination enrolment requirements in early childhood education and care. From 1 January 2018, children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in childcare. The Interim Vaccination Objection Form for Enrolment in NSW Child Care Centres has been deleted and can no longer be accepted for the purposes of enrolling children in child care from 1 January 2018.

A child's Immunisation History may be obtained from your myGov account, your GP or the Australian Immunisation Register. An updated Immunisation History must be provided to the childcare service each time a child receives their age-appropriate vaccinations. Your Child Care Subsidy (CCS) may be affected if your child does not meet immunisation requirements.

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. All families will be provided with notification for when drills will be practiced via Newsletter and/or Storypark posts.

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, and 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

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. If you have time to share a cultural story or song you grew up, read a book with us or sing a song – only a minute or two will mean the world to us.

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.

Our educators work tirelessly every day, to provide a safe and educational experience for your child, positive feedback is not only encouraged but very much appreciated.

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.

Approved Provider is:	Rosegum ELC PR-40017839
Owners:	Sharon Grogan and Rod Jobbins
Nominated Supervisor:	Sharon Grogan & Cindy Nguyen
Director:	Cindy Nguyen
Educational Leader:	Katy Paine

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 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 always under review. Copies of the policy manual are stored in the administration office and parents are welcome to actively participate in our review process. A hard copy of the current monthly policy on review will be accessible on the notice board at the entrance to the service. The policies give staff and families guidelines and insight into the procedures we use to maintain a high level of care. 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,

The Leadership Team

Making Waves Early Education Centre
23 Rosegum Rd, Warabrook NSW 2304
www.makingwaveschildcare.com.au
director@makingwaveschildcare.com.au
Ph: 02 4044 3135

