

Welcome to ACE Early Learning Centre

PARENT HANDBOOK- 2017

FRASER ENTRANCE, GREENFIELDS 6210, WA

PHONE: 95349225



ACE[™]



Dear Parents,

ACE Early Learning Centre has an open door policy; parents and family members are most welcome to visit our centre at any time. The centre Co-ordinator, Mel, is available to discuss any issues or queries you may have, as are all the staff. Alternatively, you can contact the Education and Care Regulatory Unit on 6210 3333.

Once again, welcome and thank you for choosing ACE Early Learning Centre.

National Quality Standards

The National Quality Standard (NQS) is a key aspect of the National Quality Framework and sets a national benchmark for early childhood education and care, and outside school hours care services in Australia.

As the NQF progresses, every service in the country will be assessed to make sure it meets the new quality standard.

ACE Early Learning Centre was assessed in August 2015 under the National Quality Standards. There are 158 elements of the National Quality Standards that services are required to meet. We are incredibly proud of our assessment and rating and we would love for you to read our report. Copies can be printed or Emailed.

Quality Area 1: Educational Program and Practice - Meeting NQS

Quality Area 2: Children's Health and Safety - Meeting NQS

Quality Area 3: Physical Environment - Meeting NQS

- Quality Area 4: Staffing Arrangements - Meeting NQS
- Quality Area 5: Relationships with Children - Meeting NQS
- Quality Area 6: Collaborative Partnerships with Families and the Community - Meeting NQS
- Quality Area 7: Leadership and Service Management - Meeting NQS

Overall Rating: Meeting NQS



Staffing Arrangements

At ACE Early Learning Centre we have a highly experienced and qualified team of Educators. Melissa Carvell is an Early Childhood Teacher and Emma Bennett holds a bachelor of arts in Childhood Studies. Six of our Educators hold a diploma in children's service's and one of our Educators is working towards diploma. We consistently have staff members on site AT ALL TIMES that hold their First Aid, Anaphylaxis and Asthma training and have declared to be the "Responsible Person".

A1 Fun & ACE OSH

The owner of ACE Early Learning Centre (Sue Gilbert) is also the owner of A1 Fun. A1 Fun is based at John Tonkin College and provides a before school, after school and vacation care program for children aged 4-15 years. Branched off from A1 Fun is A1 Fun Greenfields which is based at Greenfields Primary School and also provides before and after school care. Sue has recently opened a new service at Austin Cove Baptist College called ACE Austin Cove

OSHC which services Pinjarra, Carcoola and South Yunderup. If you have any questions about these services please ask!

A1 FUN



ACE

AUSTIN COVE BAPTIST COLLEGE
OUT OF SCHOOL HOURS

TIMES:

The centre is open from 6.00am - 6.00pm.
We are closed for **ALL** public holidays.



FEES:

Red Room 0-2 years	\$95.00 per day \$90 per day over 1yrs	For weekly bookings and siblings, discounts may be applied.
Green room 2-3 years	\$86.00 Per day	
Blue room 3years+	\$75.00 Per day	
After School Care	\$30 per session	
Before School Care	\$30 per session	

Casual bookings are welcome provided we have availability.

Casual booking fees are:

0-2 years: \$110

2-3 years: \$100

3 years+: \$90

Fees **MUST** be paid TWO weeks in advance to hold your child's place for the following weeks. Fees **MUST** be paid weekly or fortnightly.

If your child does not attend the centre due to illness, holidays, public holidays or any other reason, fees **MUST** still be paid (if your child would normally attend on that day) and the attendance confirmed on the KIOSK.

Payments can be made via EFT or cash with-in the centre, or internet transfer.

BSB: 066-516 (Common Wealth Bank)

Account Number: 105 04520

Use child's name as reference.

If fees reach a debit of \$300 care will be suspended until payment has been received by the service. A bond of \$100 is put in place to secure the enrolment, when leaving the service you will be refunded \$80.00. The \$20.00 covers administration fees.

THE CENTRE REQUIRES TWO WEEKS NOTICE, IN WRITING,
IF YOU NO LONGER REQUIRE CARE.
BOOKINGS

Permanent bookings made at the commencement of your child's care are guaranteed places for your child; this means that no other child can access this place. However, it does also mean, if you wish to change or add a day to your child's care the initial **booked** days must also be paid for. We are **unable to swap** days once they have been booked unless two weeks' notice is given, and we have spaces available.

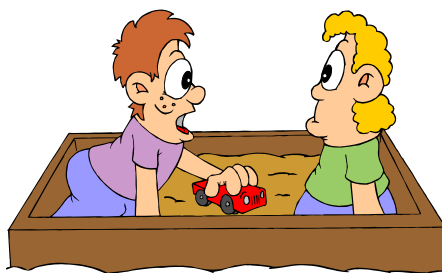


DRESS:

Parents are encouraged appropriately for a full water play, outdoors play

to dress their children day of play (painting, etc.) Clothing that is permitted to get dirty. Please provide shoes for your child on a daily basis as they may be necessary. Children are encouraged to take

their shoes off whilst climbing and playing outside; this is to allow them to develop their sensory experiences and to grasp a better grip on the equipment. Warmer clothes such as jumpers should also be put in your child's bag in case of weather changes; along with spare clothing (in case of accidents) and anything else they require (nappies, bottles, dummies, special blankets etc.).



LEAVING AND COLLECTING YOUR CHILDREN:

When entering and leaving the centre please remember to sign your child in AND out on the iPad (KIOSK). The sign-in and out information is very important, as they are audited regularly and used for crucial childcare submissions. This information is also used as our register in case of an emergency and in the need of an evacuation.

If someone other than yourself is going to pick up your child, please inform our staff verbally and in writing, with a brief description of the person and their full name and address.

If staff members have not met the person sent to collect your child, they are required to ask for identification, such as driver's license. If a person comes to pick up your child and staff have not received confirmation from you or they are not on the enrolment form your child **WILL NOT** be released to this person.

Please also take some time to talk to the educators about your child, whether to give them updates on your child's routine (sleeping, eating, experiences etc.) or to hear about their day. This is important in assisting us in creating a warm, understanding and supportive environment and building bridges between ourselves and your family.



PRIORITY OF ACCESS GUIDELINES:

Each centre must enrol children in accordance with the priority of access guidelines.

They are:

1. A child at risk of serious abuse or neglect.
2. A child of a single parent who satisfies, or both parents who satisfy, the work/training/study test under section 14 of the Family Assistance Act.
3. Any other child.

Within each category the following children are to be given priority.

- Children in Aboriginal and Torres Strait Islander families
- Children in families, which include a disabled person
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

CENTRE LINK INCOME ASSESSMENT:

A fee relief application **MUST** be lodged with Centrelink. This is **your responsibility** and if this is not done you will be expected to pay **FULL FEES**. There are no exceptions to this rule.

IMMUNISATION:

Parents/Guardians will be encouraged to immunise their child against all diseases appropriate to the child's age. A record of your child's current immunisation status will be kept at the centre. **Children who are not immunised, or do not have a complete immunisation record, will be excluded from care during outbreaks of some infectious diseases;** in accordance with the *National Health & Medical Research Council* exclusion guidelines- even if their child is well.

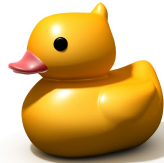
(education and care services National regulations 2012 reg 4,85-87,88,168,177-178,183)

To obtain a record of your child's immunisations you can call ACIR on 1800653809 or go to any Medicare office with your current Medicare card and they will print you out a record. You can also contact Mandurah Community Health on 95864400 for information regarding immunisation.

TOYS AND TREASURES:

Please discourage your child from bringing toys from home. The centre has lots of toys to play with; toys from home tend to get misplaced or broken. We will not take any responsibility for anything

brought to daycare that is not required. War toys such as guns, swords, knives and fighting action figures are not permitted to enter our premises.



Our centre is a GUN AND WARFARE FREE ZONE.



GRIEVANCES:

Please firstly talk to staff involved regarding any grievances you may have. Then, if the grievance has not been resolved to your satisfaction, please see the Co-ordinator.

We are confident all matters can be resolved amicably and quickly.

MEDICATION:

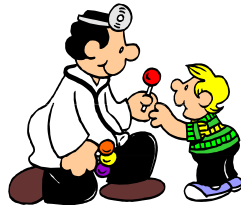
Should your child be required to take medication while at the centre, an authority slip to administer medication must be completed. This must be filled out or medication will not be given. The dosage on the bottle must match the dosage written on the medication form or it will not be administered.

Medication must also be in the bottle, container or box purchased as this gives us information such as name of child, medication, expiry date and dosage to be given. If the medication has someone else's name on it we will not give it to your child.

Over the counter medications need to have your child's name, dosage and an authorisation from a parent.

ILLNESS & INJURY:

Please let staff know if your child has been unwell or has injured themselves since their last visit to the centre. Staff must also be informed if your child is having medication at home but not at the centre. The Co-ordinator may refuse to admit any children she feels is suffering from an illness that may be detrimental to other children in the centre. Your child will be excluded from the centre if they are suffering from highly contagious conditions such as diarrhoea, conjunctivitis etc. If your child becomes ill whilst at the centre, staff will make every effort to contact you, informing you of the condition and recommending you take your child to a doctor if necessary.



WHAT DOES YOUR CHILD NEED TO BRING TO CHILD CARE?

DAILY:

Sun hat, spare clothes, shoes and a bag large enough for lots of masterpieces, all clearly labelled with their name. A piece of fruit for sharing at morning tea.

FOOD POLICY:

ACE Early Learning Centre will provide the children with morning tea, lunch, afternoon tea and healthy snacks if needed according to the children's appetite and individual needs.

Meal times will provide positive learning experiences and social interaction; children will be encouraged to develop healthy eating habits.

Parents and guardians are encouraged to contribute ideas/recipes to enrich the variety and enjoyment of food. The meals will be planned to meet each child's daily nutritional and multicultural needs.



0-2years:

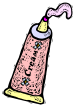
Nappies for the day, formula and bottles as required, spare clothes and a hat. All bottles etc need to be clearly labelled with the child's name.

2-3years:

3-4 pairs of trainer pants if being toilet trained, a bag containing at least 2 complete changes of clothes, a hat and a nappy for sleep time if required, all named.

3-6 years:

A bag that holds at least 1 complete change of clothes and a hat, all named.



SUN SAFE We apply sunscreen when the UV reaches medium before going outdoors. If the UV is low children are encouraged to play outside to gain their vitamin D from the sun. If your child has super sensitive skin and the normal sunscreen is not suitable, please supply us with one for your child, named of course. We will advise you when to replace the bottle.

We do encourage parents during the summer months to put on Sunscreen on a morning before arriving at day care to ensure their child has been completely covered in a strong sunscreen, as putting sunscreen on 20 children can be quite a challenge, and areas on their body can be missed.



We have recently introduced exciting new technologies to continue our aim in creating a sustainable service. One of the technologies is called QKEYLM. QKEYLM is an online programming system where our staff members put your children's observations and pictures and also the daily program. Each family member is given their own personal log in to access their child's parent lounge where they can view all their children's activities and pictures. "My Parent Lounge" can be downloaded onto your smart phone or tablet for quick and easy access 😊

The second technology introduced is called KIOSK. Kiosk is used to sign your children in on arrival and to sign them out on departure, you can also confirm attendance and absence on Kiosk. There is an iPad for all three rooms which you can use, all you need is your mobile number and to create your new pin. This KIOSK has been amazing in cutting down on paperwork time for management!



The Centre has their very own Facebook page where we share pictures of the children, important information, community events etc! Search "ACE Early Learning Centre" and give us a like! 😊

We hope you and your child enjoy your time here. At ACE Early Learning Centre we encourage family participation and involvement at the centre, so if you have time to spare, please rest assured that we welcome & encourage families to be active in the programs and are more than welcome to visit or stay when ever possible. So if you would like to participate in the daily life

at the centre let any of our friendly staff know. We want the care of your child to be an extension of your family and ours.

Our policy file is available at all times and is located in the office. Please ask a member of staff and we will be happy to get it for you.