

WELCOME TO BYFORD CHILD CARE CENTRE

The owners and educators of Byford Child Care Centre would like to extend a warm welcome to you and hope that the service that we provide to both you and your child is an enjoyable one.

This handbook has been designed to provide you with information about the Centre. A number of procedures are outlined which are designed to maximize the quality and efficiency of the service we provide.

Byford Child Care Centre is privately owned and was opened in May, 1994.

The owners of the Centre...Kurtis and Nadene, are hands on and have a great team behind them!
Our Centre Coordinator and Nominated Supervisor is Jodi Ridley, with many of our Qualified Educators also being Certified Supervisors.

We also have "support child care educators" a "food coordinator" and a "cleaner".

Their photo's and qualifications are displayed in reception.

If you have any questions after reading this booklet, please speak to Jodi or Nadene,
or the Qualified Educators from your child's room.

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1. INTRODUCING THE STAFF AT THE CENTRE.

APPROVED PROVIDER.

Byford Child Care Centre has both "Provider and Service Approval" from the Education and Care Regulatory Unit. These certificates are displayed in reception for your perusal.

Should you need to contact the Education and Care Regulatory Unit they can be contacted at:

Department of Local Government and Communities

Gordon Stephenson House

Level 1, 111 Wellington Street

EAST PERTH WA 6004

Telephone: (08) 6551 8333

Byford Child Care Centre is co-owned by Kurtis Scott and Nadene Riley. Kurtis and Nadene have worked together in the Children's Services industry for more than 16 years bringing a wealth of knowledge and experience to this centre. Kurtis has a Bachelor of Business, and a wealth of child care experience having purchased his first centre in 2000. Nadene has an Associate Diploma of Social Science (Child Care); and a Bachelor of Teaching (Early Childhood) as well as over 20 years in the teaching/child care industry in a variety of roles.

CENTRE COORDINATOR AND NOMINATED SUPERVISOR.

The Nominated Supervisor is qualified for this position in accordance with the Education and Care Services National Regulations and is experienced in the care of young children. Jodi Ridley is both our Centre Coordinator and Nominated Supervisor. Jodi has more than 17 years experience working in the Children's Services industry as a Qualified Educator and holds a Diploma of Community Services (Children's Service). Jodi is responsible for the safety of the children, the staffing of the Centre, and the day-to-day supervision and control of the service, ensuring that Centre's philosophy and policies and procedures are maintained. Jodi is available to assist you with any issues regarding your child's development that may have.

EDUCATIONAL LEADER

Sharn Mery is our Educational Leader and has 17 years of experience working within the childcare sector. Sharn has worked within a leadership capacity for some years, and has gained experience in implementing the National Quality Standards and The Early Years Learning Framework. Sharn works alongside our quality Educators to support them in the development of the programming cycle, focusing on the centres philosophy and the child's individual journey.

DIPLOMA QUALIFIED EDUCATORS.

Our team of Qualified Educators are trained in the area of child development and early childhood education and are suitably qualified for the care of young children. They are responsible for the children in their room and in the creation and implementation of the room curriculum.

SUPPORT EDUCATORS.

Support educators who either hold their Certificate 3 in Child Care or are working towards this, are selected for their skills, initiative and ability to relate well to, and meet the needs of the children in their care. Support educators assist qualified educators in the care of the children and in the implementation of the curriculum.

FOOD COORDINATOR

The centre's food coordinator has undergone specialist training in food, nutrition and preparation; and prepares balanced and nutritious meals for the children on a daily basis.

2. ENROLMENT.

When your child is accepted into care, you will be required to complete an enrolment form, payment form and pay a \$200 refundable deposit. We will also require copies of your child's birth certificate and immunisation details; plus your drivers licence. It is important that the information that is provided on this form is kept up to date. This is necessary so that you can be contacted in the case of an emergency. Please inform Jodi, Nadene or the qualified educator immediately of any changes to information contained on the enrolment form or of any booking alterations. Enrolment forms are updated every 12 months. Enrolment will be accepted according to the Commonwealth Government's priority of access guidelines, which are:

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

3. COMMUNICATION AND INFORMATION FROM THE OFFICE.

The centre communicates to families either; by email or signs on the 'Parent Notice Board'. Please check your emails regularly to keep informed of current information. The parent notice board is located on the wall between the office and reception doors. Important and relevant information is placed there. Parents should look each time they are at the centre for new information. There is also a 'please see staff' tick box on the daily information boards in the Toddler and Kindy rooms. Please look each time you collect your child to see if a educator wishes to see you.

4. FEES.

Fees are to be one week in advance, unless other arrangements are made with Jodi or Nadene. Fees are payable for all days that are booked, including sick days, family holidays, public holidays and non-attendance days, this is to ensure your child's continued place at the Centre. Fees are paid every Tuesday using the centre's direct debit facility.

Byford Child Care Centre offers "Make Up Days" for absent days i.e. when your child is sick, on holidays or their day falls on a public holiday, with the following conditions:

- Fees are up to date;
- Make up days must be taken within 4 weeks of the absence day;
- Make up days are not transferable between families' or children;
- Make up days are available for "school holiday care" and "before" and "after" school care;
- Make up Days are only for the session that has been missed i.e. long day care session to be replace by a long day care session.

5. CHILD CARE BENEFIT (CCB) AND CHILD CARE REBATE (CCR)

You may be eligible for CCB and/or CCR which can be applied for through the Department of Human Services. The amount of CCB you are entitled to is based upon your income and is assessed by Department of Human Services. For eligible parents, the CCR is an additional 50% off the fee you pay, and can be claimed weekly or fortnightly to the centre or yourself; and/or quarterly or annually to yourself.

When your application has been assessed by Department of Human Services, CCB and/or CCR can be deducted from your child's weekly fee (depending on your chosen option). The amount to be paid by the parent is the portion of the fee not covered by the CCB and/or CCR. There is always a gap fee even if you are entitled to maximum CCB (100% - 1 child).

If your child should commence at Byford Child Care Centre before your application for CCB and/or CCR has been processed, you will be required to pay full fees. Once you have provided Byford Child Care Centre with the appropriate Customer Reference Numbers (CRN's), CCB and/or CCR (depending on your chosen option) will be credited to your account.

6. SPECIAL CHILD CARE BENEFIT.

Special Child Care Benefit is available to all families claiming CCB on a weekly basis, who use the Centre, and who are in need of short term assistance due to unforeseen circumstances. It is provided to help with the payment of your weekly fee the Centre charges.

It is designed for short term use only (up to 13 weeks per financial year) for unforeseen circumstances, like a death in the family or hospitalisation which incur extra unforeseen expenses. If in doubt about your situation, please ask Jodi or Nadene, who can assist you further.

7. CHILDREN STILL AT THE CENTRE AFTER CLOSING TIME.

If a child is left at the centre after closing time – 6.15pm, a charge of \$2.00 per minute will be made for every minute after closing time. This is to be paid directly to the educators caring for your child when you collect your child to pay their overtime. You need to arrive at the centre before 6.15pm to allow you to leave by 6.15pm and avoid any late fees.

If your child is not collected by 6.15pm, educators caring for your child will endeavor to contact people listed on your child's enrolment form, however if educators have been unable to make contact with anybody named on the enrolment form, arrangements will be made for the child to be placed with Crisis Care. A notice to this effect will be fixed on the Centre's entrance with the relevant contact numbers for Crisis Care.

8. ATTENDANCE RECORDS.

Please ensure you time and sign your child's attendance sheet for each booked day of care. The attendance sheets are located on the front counter in reception. This is a requirement from DEEWR and must be adhered to so as to receive CCB and/or CCR. If your child is away on one or more of his/her booked days, "Absent" will be recorded for that day indicating your child was away. This **must** be initialed by the child's parent/guardian when in next for Child Care Benefit to be paid.

9. ARRIVAL AND DEPARTURE OF CHILDREN.

Each child must be left with an educator on arrival at the Centre, and an educator must be informed when a child is being collected and leaving the Centre. Children may only be collected by a person who is named on the child's enrolment form as being authorised to do so. Unless written permission from an approved person, as stated on their enrollment form has been given to educators in advance. Persons named on the enrolment form authorised to collect the child not known to educators will be required to show identification before the child is released.

10. ABSENTEEISM.

Please inform the Centre of dates during which your child will not be attending due to holidays or casual absences. CCB can only be paid towards 42 non attendance days per financial year, after 42 non attendance days (including public holidays) have been used, full fees will apply except if a medical certificate or other acceptable documentation is provided. A running total is provided on your emailed weekly statement. Please see Jodi or Nadene if you are unsure of your child's total.

11. SETTLING IN.

For many children, starting at a child care centre will be the first experience they have of separation from their parents. The new surroundings and playmates may cause apprehension for your child. Most children will experience some anxiety, so it is important that both parents and educators work together to build the special relationships necessary for your child to feel comfortable in their new environment. We understand that children are individuals, and that each child will settle in to the centre at different rates.

Parents are encouraged to bring their children to the centre a few times before the child starts, for short periods of time and to stay with their child during these times. This builds confidence in your child and makes the transition smoother when the time comes when you leave your child with educators for the first time.

Parents are also welcome to remain at the Centre when bringing their child on their start days and to stay until the child settles and is happy to be left.

Every child reacts differently to being placed into group care and each child takes their own time to become settled to the situation. You may need to discuss with educators the best procedure for you and your child during the settling period. It may take a period of days (or even weeks in some cases) for your child to become settled at the Centre without you and it is quite normal for the upset to be more marked on the third or fourth day of care.

The educators have strategies and ideas that will make the settling period easier for you and your child and are happy to discuss these with you.

We understand that it may sometimes be difficult for parents leaving their children in care for the first time. Should you wish to discuss any issues with your child's educators, please feel free to do so. At the time that you complete your enrolment form you will also have the opportunity to discuss your child's individual needs, preferences and routines. This information will be recorded on an information sheet and given to the educators who will be caring for your child. Should you wish to discuss any further issues, please feel free to do so with either Jodi, Nadene or the room leader from your child's room.

Please phone the centre as many times as you feel comfortable to see how your child is managing.

We appreciate that children do respond in different ways when separating from their parents and we will attempt to make this as smooth a process as possible and to be sensitive and responsive to the different ways in which each child does respond.

12. TERMINATION OF A CHILD'S CARE.

Two weeks' written notice is required for the termination of your child's place at the centre. All centres have a similar policy to this, this allows the centre time to fill the vacancy or to arrange staff accordingly. Please ensure that you notify Jodi or Nadene if you no longer require care as fees will be charged if no notice is given.

13. TOYS AND TREASURES.

We do not encourage children to bring toys and other special treasures into the centre, as they may become broken or lost. Exception being, special blankets or teddies/dolls to be use at times of comfort. It is not the responsibility of the educators to look after children's personal possessions'. We recommend that ALL items be clearly named.

Please note that this child care centre is a "war toy" free zone.

14. CUSTODY.

Any changes to custody arrangements should be advised as soon as possible to Jodi or Nadene for inclusion in your child's records.

15. STAFF AND PARENT COMMUNICATION.

Parents are welcome to visit the centre at any time. The care of your child is a joint concern between you and the centre and it is important for the best care of your child that communication is open and direct between yourself and the centre.

Parents can arrange a meeting with the qualified educator from their child's room, Jodi or Nadene if and when they feel it necessary. Educators will use informal chats with parents to keep all informed of your child's progress as well as arrange meetings when necessary.

16. PARENT RESOURCES AVAILABLE TO BORROW FROM THE CENTRE.

Byford Child Care has a variety of resources that parents can borrow. These include resource books, Internet links, brochures and pamphlets. For further information please speak to Jodi or Nadene.

17. CHILDREN'S RECORDS.

During the time your child attends Byford Child Care Centre many records are made involving your child, records may include the enrolment form to developmental records that the qualified educators use to develop the children's program. If at any time you would like to view any of these records, please ask the qualified educator from your child's room.

All records and information about individual children and families will be kept private and confidential. Access will only be to those people who need the information to fulfill their responsibilities at the centre or have a legal right to know.

18. COMPLAINT PROCEDURES

Please let us know if you are unhappy with any aspect of the service we provide for you and your child. If you have a complaint or concern you may discuss your problem with the relevant educator or Jodi. If you feel the problem has not been resolved, you may take the matter to Nadene or Kurtis for resolution.

19. ACCIDENTS WHILE IN CARE.

If your child suffers an injury or becomes unwell while in child care an "Incident, Injury and Trauma Form" &/or an "Illness Report Form" will be completed by the educator attending to your child. For nursery children you will be asked to sight and sign this form when you collect your child. For Toddler and Kindy room children, a tick will be put in the 'Please See Staff' box on the 'Child information' board in your child's room. For School children a note asking parents/guardians to see schoolie educator will be placed on the child's attendance record/signing in and out sheet.

20. LAUNDRY.

Clothes that are soiled during the course of the day are rinsed by educators, placed into a plastic bag and put into the child's bag to take home.

21. PROGRAMMES.

The program in your child's room is based on individual children and groups of children. Children are observed at regular intervals and a program is planned on their needs and interests. Programs are displayed in each room of the centre.

Experiences are selected to enhance all aspects of the development of your child. There is a wide range of activities and learning experiences provided each day for your child to participate in. Please feel free to ask the qualified educator in your child's room about the activities and experiences your child participated in that day.

Play is the most appropriate means for children to learn because it is motivating and interesting to the child and allows for the child to develop at his/her own rate. Play allows children to explore and learn through experimentation. Choice also allows for experiences to be child initiated and to give children control of their own lives. If children participate in experiences they are interested in, those experiences will be more motivating and will be a learning experience to them. Child initiated play may be achieved both through programmed experiences and free play.

22. ILLNESS.

The centre uses the Health Department's 'Communicable Diseases Guidelines'. In order to ensure a healthy environment for other children attending the Centre, we cannot accept children into our care if they have the following contagious or infectious diseases:

Amoebic dysentery	Herpes simplex 1 and 2	Ringworm
Chickenpox	Hookworm	Rubella
Conjunctivitis	Impetigo	Scabies
Cryptosporidiosis	Measles	Shingles (if rash is uncovered)
Diarrhoea	Meningococcal disease	Streptococcal infections
Hand, foot and mouth disease	Mumps	Tuberculosis
Head lice	Pertussis	Typhoid
Hepatitis A	Pinworm	

Children cannot be admitted into the Centre with any of the above conditions or following symptoms with out a doctor's certificate; stating that the child is well to attend and that the symptoms are not contagious:

1. Ear or eye discharge.
2. Vomiting.
3. Diarrhea or gastroenteritis (gastro) – minimum of 24hrs
4. A rash unless it has been cleared by a doctor and evidence is provided.
5. Abnormal temperature.
6. Infectious sores.
7. Head lice or eggs.

While we understand that it may be difficult for parents to make alternative arrangements for the care of their child, the centre has a responsibility to all the children who are in our care and these guidelines help in creating a healthy environment for all who attend our centre. The close proximity of many people such as there are in a child care centre, increases the risk of cross infection. It is essential that we minimise the risk of any cross infection occurring. The centre is also not the best place for a sick child to be as educators are obviously not able to give a sick child the individual attention they may get at home.

If your child develops any of the above infectious diseases or illnesses, you will need to make alternative care arrangements for your child until the infectious period has passed.

Please read the centre's Policy and Procedures Folder – for further details.

23. ILLNESS WHILE IN CARE.

Should your child become ill while at the centre, every effort will be made to contact the parent, guardians and/or authorised nominee. Failing this, the centre will contact the emergency contact numbers provided. If no contact can be made, educators holding a current first aid certificate will assess the seriousness of the illness and determine whether the child requires isolation from the rest of the group, whether the child needs Panadol (using the authorisation on the child's enrolment form) or whether the child needs to be taken to a doctor or hospital for treatment. Medical costs, ambulance transport or transportation costs will be the responsibility of the parents/guardian.

If the illness does not constitute an emergency, educators will do their best to ensure that your child is made as comfortable as possible until they are feeling better or until they are collected. It is essential that you inform the Centre about any changes regarding your address, telephone numbers and emergency contacts.

All illnesses at the centre are recorded on an "Illness Report Form".

24. MEDICATION.

Medication forms are available from the Educators in your child's room in. If your child requires medication, creams or ointments during the day, you must complete details on the form, sign and date. Educators are not allowed to give children medication without written permission from parents/guardians/authorised nominees.

Medication will only be administered by the Centre educators if:

- a. It is prescribed by a doctor and has the original label detailing the child's name and required dosage, or
- b. It is an over the counter medicine that has been authorised by the parent/guardian.
- c. The parent/guardian has completed and signed an authority to give medication form.

Medication must be given directly to the staff member and not left in the child's bag.

25. IMMUNISATIONS.

It is an initiative of government that all children are immunised in accordance with Health Department recommendations. However, it is not a requirement of the centre that your child is immunised in order to attend. Parents who have not obtained age appropriate immunisations for their child (or obtained and exemption for medical or conscientious reasons) may not be eligible for CCB and/or CCR.

We ask that you supply a copy of your child's Immunisation record to be kept on file. Please inform the centre of any updates to your child's immunisation record.

Children who are not immunised or their immunisation records are not up to date may be excluded when a vaccine preventable disease is present or suspected at the centre in accordance with the Health Department's exclusion guidelines even if the child is well.

26. PARENT INFORMATION & FORMS.

Forms containing information about your child's day are provided for children in the nursery. These forms are placed on your child's signing sheet for you to fill out the parents section each morning. The forms are then filled out during the day by staff giving such information as how much food your child has eaten and how long your child has slept during the day.

A child information board is located in the Toddler and Kindy rooms containing information about your child, including how much they have eaten and how long they have slept.

27. BIRTHDAYS.

Birthdays are important occasions in a child's life and we do like to celebrate each child's birthday in the centre. To help celebrate your child's birthday we would love for you to bring along ingredients from home so we can share the experience of making the cake with your child and their friends and then celebrate together. You can ask staff from your child's room how many children will celebrate your child's birthday with him/her. However, if you would like to bring in a cake, please ensure all the ingredients are clearly written; or that the original box is provided.

28. LOLLIES, CAKES, BISCUITS OR ANY OTHER "SPECIAL FOODS".

We ask you not to send any of the above foods with your child as it causes many upsets among other children. We provide plenty of food during the day.

29. MEALS

Food is prepared at the centre by our Food Coordinator. Children are supplied with breakfast (toast and/or cereal) if they arrive at the centre prior to 7.30am, morning tea, lunch, afternoon tea and a late snack. All food is freshly prepared by our food coordinator each day in accordance with the 'Get Up and Grow' guidelines and is nutritious and well balanced. Menus are displayed both on the notice board in the Toddler room and in the kitchen. Water is available at all times throughout the day. On special occasions, such as the Friday before the AFL Grand Final, the day's menu is not used and sometimes foods such as meat pies are provided.

At the time of enrolment, information is collected regarding; dietary problems, food allergies, strong food dislikes or any special dietary requirements your child might have. Please discuss with educators any new problems, dislikes or needs as they occur. It is not necessary to send food or drink with your child.

30. SLEEPING ARRANGEMENTS.

Sleeping facilities are available at the centre for children to sleep during the day. Details regarding your child's sleep routines are collected at the time of enrolment. Please inform the educators of any changes to this information or any specific instructions you have on a particular day.

Children are not required to sleep at the centre. A supervised area is provided with quiet activities for those children who do not sleep. Sometimes, for various reasons, children who normally sleep every day do not on the occasional day. Children are settled to go to sleep by educators; however, if a child does not sleep despite encouragement from the educators, they will be able to join the other children for quiet play.

31. GUIDING CHILDREN'S BEHAVIOR.

Byford Child Care Centre will provide a secure, loving and stimulating environment which encourages children to cooperate, enhance their self esteem and encourages their ability to interact with others and where acceptable behavior is promoted and any recriminations are kept to a minimum. If a child continues to behave in an unacceptable manner, parents/guardians will be consulted and asked to work with the educators to ensure strategies to manage the behavior are consistent and clear.

1. Limits to behavior will be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.
2. Children will be encouraged to settle their differences in a peaceful manner (age appropriate).
3. Educators will demonstrate acceptable behavior during the course of their interactions with all children. Their role modeling will encourage positive responsible behavior within the areas of:
 - a. Socially acceptable behavior.
 - b. Interaction with peers.
 - c. Maintaining a safe and caring environment.
4. Educators will use voice intonations, facial expressions and explanations as methods of discipline to encourage desired behavior. Positive behaviors will be encouraged by diverting children to more appropriate activities, showing appreciation for appropriate behavior and building on each child's strengths and achievements.
5. No child will receive any form of corporal punishment (e.g. smacked), be placed in a room alone, made immobile, frightened or humiliated in any way.
6. Parents and guardians who wish to discipline their own children whilst in the centre, will not at any time use any form of corporal punishment or use unacceptable language.
7. Where necessary, a few minutes sitting away from the group may be chosen to emphasize displeasure of unacceptable behavior. Educators will sit with the child and he/she will be reminded in positive terms of the expected behavior.
8. If a child consistently displays unacceptable behavior, the senior Educators member in the child's group will ensure:
 - a. The expectations of the child's behavior are realistic and appropriate to his/her development.
 - b. The child understands the limits.
 - c. There is no conflict between the centre and home expectations.
 - d. The child's needs are being met.
 - e. The child has no impediments which may cause the unacceptable behavior.
 - f. The child is not copying observed behavior.
 - g. Events at the centre have not encouraged this behavior.
9. If a child still displays unacceptable behavior, educators will seek help from the child's parents to ensure there is continuity of expectations between the centre and home.

32. TOILET TRAINING.

The centre will do toilet training in conjunction with the parents at the time that is most appropriate for the child to commence toilet training. The process taken for toilet training will be stipulated by the parents' wishes; however, effective toilet training may only occur when:

- a. The child is physically and emotionally ready for toilet training.
- b. Toilet training is occurring in the home environment as well as in the centre.

The centre will inform parents if their child indicates his/her willingness to commence toilet training whilst at the centre.

Please discuss your child's toilet training with educators at the centre. While your child is being toilet trained, we ask that you provide adequate changes of clothes, trainer pants and nappies if they are still being used at times.

33. SUN PROTECTION.

All children will be required to wear a hat, and suitable clothing while in the sun. SPF 30+ Sunscreen will be applied to all exposed areas except the hands (both back and front) 20 minutes before going outside and reapplied every 2 hours while the UV index is above 3.

Children will be encouraged to wear hats while outside but if a child does not want to wear a hat, they may play on the veranda or in a shaded area.

Educators are encouraged to wear hats and to use the centre's sunscreen lotion for their own use while supervising children outdoors. If educators do not wish to wear a hat or sunscreen then they will position themselves in a shady area or wear clothing to cover their unprotected areas.

If parents/guardians have any concerns with sunscreen please see your child's educator.

34. FIRE AND EMERGENCY EVACUATION PROCEDURE.

Byford Child Care has in place a detailed fire and emergency procedure in the event of an emergency. The emergency procedure is displayed in all main rooms. If you happen to be in the building at the time of a fire drill, or any other alarm, you must evacuate the building immediately through the nominated exit and to the evacuation point, which is clearly signed in the centre's car park. Our second evacuation point is located across the road at the front of the church in the undercover area; with our third point being at Byford Primary School.

35. SCHOOLCHILDREN.

Schoolchildren, pre-school children and children going to kindergarten will be taken to and collected from Byford Primary School, Marri Grove Primary School, West Byford Primary School, Park Road Kindy and Salvado's College.

Kindy and Pre-primary children will be taken to and collected from their classrooms.

All school children being collected from Byford Primary will assemble in the pre-primary undercover area located near the sports shed. When everyone is present and checked off the daily list, educators will escort the children to Byford Child Care Centre.

All schoolchildren being collected from Marri Grove Primary will assemble outside the canteen in the undercover area. When everyone is present, the children will be driven to Byford Child Care Centre.

All schoolchildren being collected from West Byford Primary will assemble outside the Kindy block. When everyone is present, the children will be driven to collect children at Marri Grove. All schoolchildren being collected from Salvado's will be collected from their classrooms.

If a child who is due to attend child care does not arrive at the designated place within 10 minutes of the siren sounding / school finishing, an educator will check his/her classroom to see if he/she is there.

If he/she is not there then the educator will check with teachers / principal to decide what to do. Educators will escort the remaining children to Byford Child Care Centre. The centre will endeavor to contact parents or emergency contacts whose children could not be located.

36. SCHOOL HOLIDAY ATTENDANCES.

The centre requires parents to give dates of attendance of their primary school age children who will attend full child care during school holidays. A holiday booking form will be emailed to parents at least two weeks prior to school holidays commencing. This must be handed back to Jodi or Nadene by the date indicated prior to school holidays commencing. All days booked must be paid for whether the children attend or not as extra educators are employed to care for the extra children. Children will be allocated places in the following order:

1. Commonwealth Government priority of access guidelines.
2. Children who use the centre for before or after school care during school term.
3. Children who have siblings attending the centre.
4. Children who use the centre regularly during school holidays.
5. Any other child with a current Department of Human Services assessment for CCB or whose fees are paid in advance.

37. NATIONAL QUALITY FRAMEWORK.

Byford Child Care Centre is assessed under the guidelines of the National Quality Framework. The centre and staff are evaluated against 7 quality areas by a moderator appointed by the Australian Children's Education & Care Quality Authority (ACECQA).

Assessment is an ongoing process of self-improvement to ensure the quality of care offered to children is of the highest standard. We pride ourselves on our high standard and always welcome comment and suggestions from our parents who are always welcome to participate in the process if they wish.

For further information about the National Quality Framework, you can talk to the qualified educator in your child's room, speak to the Nominated Supervisor, Approved Provider or contact ACECQA on 1800 181 088 or on their web site at www.acecqa.gov.au

38. POLICIES & CENTRE DOCUMENTS.

Byford Child Care Centre has a comprehensive and wide range of policies that the centre abides by as well as being mutual obligations between the centre and families. These policies are reviewed on a regular basis to maintain current practices and up to date learning and understandings. The current policies are displayed on the reception counter for you to read at any time. Information will be displayed on the parent notice board when policies and centre publications are being reviewed. If you would like to be involved in the ongoing review of the centres documents, please see Jodi. If you would like any aspect of any centre publication explained, please see Jodi, Nadene or the qualified educator from your child's room.

39. SOCIAL NETWORKING WEBSITES.

A social networking website can be defined as a website used to socialise or communicate. These include but are not limited to Facebook, MySpace and Twitter. Our stance on social networking policies is that they are for personal use only and should not cross over to the centre environment.

Should a family member related to the centre harass a staff member via a social networking website, the Director/Nominated Supervisor or Licensee will conduct an inquiry into their actions and depending on the situation;

- a. The parent will be asked to leave the centre and find alternative care for their child/ren.
- b. The staff member involved could face possible termination of employment.

This policy also complies with state and national laws regarding social networking websites.

*Should you have any further question about our parent handbook or
Byford Child Care Centre please contact
Jodi or Nadene*