



**A Multifunctional Service
Providing for**

**Long Day Care
Occasional Care
After School Care**

**FAMILY
INFORMATION
BOOKLET
2014**

**Dubbo Street
PO Box 475
Coonamble NSW 2829**

**Ph: (02) 6822 2266
Fax: (02) 6822 2509**

**Email: director_ccsinc@bigpond.com
ccsinc@bigpond.net.au**

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Service Policies

Refer to CCSInc policy folders for entire listing of policies
Families can access the Policy folders in the Director's Office.

OUR PHILOSOPHY

Children

Children will be cared for in a safe supported learning environment.

Children will be encouraged to be independent, confident and involved learners and will be engaged in a range of fun active play experiences aimed to develop their creativity, self-help skills, manners and self-esteem to become effective communicators.

Each child's growth, development, culture and family circumstances will be respected and valued. This information will be used to create a stimulating quality learning environment allowing each child the opportunity to develop a strong sense of identity and wellbeing in their own time.

Children at our service will be part of a healthy lifestyle learning skills that will make them capable and competent in the future.

Educators

Educators will be kind, caring, motivated, and passionate, energetic, fun and most of all responsible.

Educators will form open relationships with families and their children. They should be welcoming, approachable, friendly, happy and reassuring at all times. Educators will be informed and demonstrate good communication skills in all aspects of their role. When possible the service aims to provide consistency with their Carers to maintain our quality learning environment.

Educators will be qualified or working towards a recognised qualification. They will be involved in our continuous improvement process, allowing them opportunities to attend Professional Development, empowering them to set goals, as a valued member of a supported team.

Families

Educators will share our vision to insure the future of CCS and give honest, positive feedback. Families will be ultimately responsible for the child while educators make sure that their families are involved, informed, supported, and comfortable and are satisfied and happy with the content of learning we are offering them. Educators will attempt a sense of community for the centre alongside making friendships and positive relationships with families. Families will receive respect and communication from educators. Educators will be approachable, give orientations and have an open environment for families.

Community

The service will provide a positive environment where members of the community are welcomed into the centre and where possible able to assist us in furthering the children's knowledge. They will be recognised as an important part in the centre and an important part of the involvement for the children in their community.

We hope to engage the community and keep them informed via positive promotion resulting in a strong relationship being maintained for the future. We wish for our qualified Educators to be present in the community and engage positive influences to better the experiences of services users.

The service will conduct itself with pride and build trusting relationships with community partners, to promote and strengthen the learning available to our children.

Legislation

CCS aims to be compliant in all aspects of legislation.

We will empower our educators to have the ability to have the competence to maintain safety standards as set in the National Quality Standards.

OH&S, EYLF, Child Protection and NQS knowledge will be kept up to date for all staff. This information will be used to continually evaluate practices with the aim of improving our quality.

WELCOME to Coonamble Children's Services Inc.

The Management Committee and staff are pleased to welcome your child/children to our service. We hope that you and your child will feel secure and happy here, and that this booklet will help you become familiar with us.

What we are

We are a multifunctional service, licensed by the Community Services (formerly known as DOCS) for Thirty Two (32) centre based children.

This service is a non profit organisation, and must be self supporting, with running costs met by fees, fundraising and recurrent grants from the Commonwealth and State Governments.

Our Service provides a range of care, depending on the needs and requirements of the parents.

LONG DAY CARE

0 - 2 years, up to 8 children per day

2 - 3 years, up to 32 children per day

3 - 5 years, up to 32 children per day

AFTER SCHOOL CARE

Pre-School Age children (3 – 5 years), depending on availability of a place

OCCASIONAL CARE

Casual days, depending on availability of a place

Management

The Service is managed by a Committee elected from our Association. Coonamble Children's Services Inc. (C.C.S.I.) comprises of parents using the service and any other interested persons accepting the Association's Rules and Regulations. The C.C.S.I.'s Constitution requires that the Management Committee comprise of ten (10) willing & interested people, Aboriginal and Non-Aboriginal: of whom half will be users of the service.

Committee meetings are held once a month and are open to all members of the Association and invited guests of the President, to attend, however only the elected Committee members may vote. Your input and support is most welcome.

The Service Policy Folder is available to all members of the Association. This contains all policies pertaining to the Service. It can only be read on the premises and is kept in the Director's office. Copies are available on request.

Coonamble Childrens Services Inc Enrolment Policy and Fees Policy are included in the enrolment pack. Any other policies can be viewed and a copy can be given on request.

Enrolment

On Enrolment the Service will need:- Completed Enrolment Form, Family Enrolment Fee Payment, copy of your child's Birth Certificate, Immunisation Book, Written proof that you are working / studying / actively seeking employment (Self-Employed families require a letter from their Accountant).

Hours

CENTRE: MONDAY to FRIDAY 8:15am - 5:30pm

The centre is closed on public holidays, the 2nd day of the Coonamble Show and the Christmas break is advised annually.

For regular users of the centre:	DAILY SESSIONS	8:15am - 5:30pm
	MORNING SESSIONS	8.15am - 1.00pm
	AFTERNOON SESSIONS	1.00pm - 5.30pm
	ASC	3.00pm - 5.30pm

Service Professionals

Staff of the service consists of: Director, Educators(formerly known as childcare workers), Administrator, Cook, Cleaner, Bus Driver; as well as casual staff.

All staff are encouraged and expected to attend inservice training relevant to their role within the service on a regular basis.

Emergency Procedures

The premises of the service have 2 appropriately placed smoke detectors; a fire blanket and extinguishers in the kitchen, offices and each playroom. All fire equipment is tested every 6 months. Emergency evacuation procedures are practiced each day for a week - every 3 months.

National Quality Standard(NQS)

The new National Quality Standard is linked to a national learning framework which recognises that children learn from birth. The Early Years Learning Framework, which is Australia's first national early childhood learning framework, is designed to guide early childhood professionals in the development of their education programs.

The new National Quality Standard assists services in providing the best level of early childhood education and care. It will also give services and families' confidence in understanding what distinguishes high quality or excellent services.

The National Quality Standard includes seven quality areas important in providing quality early childhood education and care services. These are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements, including improved staff-to-child ratios and qualifications
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management.

The National Assessment and Rating System

The new national assessment system will provide clear and accurate information for families and services. It combines the seven quality areas with a five point rating scale that describes the quality of early childhood education and school age care services that all families, services and the broader community expect to find in Australia.

The five ratings are:

Excellent: indicates that a service demonstrates excellence and is recognised as a sector leader.

High Quality: indicates that a service is exceeding the NQS.

National Quality Standard: indicates that a service is meeting the NQS.

Operating Level: indicates that a service is working towards meeting the NQS. All new services will commence operation with an Operating Level rating.

Unsatisfactory: indicates that a service is not meeting the NQS and the regulator is working closely with the service to immediately improve its quality, otherwise the centre will need to be closed.

Services will receive one of five ratings for each of the seven quality areas of the National Quality Standard along with an overall rating. The ratings indicate whether the service is meeting, exceeding or not meeting the National Quality Standard. All services will be required to prominently display their approval and rating information. Ratings will also be available on the mychild website (www.mychild.gov.au).

Problems, Suggestions or Complaints

Parents should feel free to discuss these with the Director or the Management Committee, although it should be understood that at times the Director and Staff may be unable to give you their individual attention. The care of your child/ren is the centre's number one priority and may at times mean that staff are unable to talk with you. In this case, you should arrange a convenient time to discuss the matter.

Please remember to inform staff if: Someone different is collecting your child, your child is sick or going on holidays, parenting order/access arrangements have changed or your address/phone no.(at home/work) has changed.

All detailed Policies are kept in The Service Policy Handbook (situated in the office).

This folder is available to all members for perusal on the premises at anytime.

Copies of individual policies are available on request.

Parents Involvement

For ANY visit – ALL visitors are required to sign the Visitor's Book on arrival and departure.

Parents, family members and any interested persons are welcome to visit the centre at any time, to participate in the activities with the centre by helping staff with the children for a few minutes or a few hours. Staff are happy to explain why activities are set out the way they are. We are always open for suggestions to improve our service.

Parents can also be involved in the Management of the centre, by developing policies, managing finances and employing staff. All parents are welcome to attend monthly meetings.

Otherways of being involved are:-

- By providing suitable craft material, eg. old cards to cut & paste, cardboard rolls, egg cartons, fabric scraps, magazines, small boxes, ect.
- By assisting staff in the supervision of children on excursions.
- By repairing broken toys and equipment.
- By attending parent/committee meetings.
- By making suggestions for improving the centre.
- By helping out at working bees and fundraising events.
- By assistance in the playrooms on a voluntary roster.
- By visiting the Centre on "orientation" visits with the child/ren you intend to send. (Please contact the Director first).
- By ensuring your fees are always up to date.
- By ensuring that your child/ren are collected by 5:30.
- By contacting the centre should your child/ren be unable to attend on a booked day.

The Program

The Management Committee and staff continually aiming towards building and providing a trusting and safe environment for both parents and children. The children are encouraged to participate and make choices with the daily experiences, both as individuals and as part of a group. The playrooms may look disorganised and casual and that may worry you. However the staff carefully plan and supervise the program.

The play activities each day will generally include choices in painting, pasting, play dough, puzzles, blocks, construction equipment, music, storytelling, books, sand and water play and other outdoor activities. Excursions will occur from time to time, parents will be given ample notification.

The rate of learning and development of children varies not only between children but between different areas of development of an individual child. In order to plan sensitively and appropriately for each child, it is essential to keep development portfolios to which all staff can contribute. These Portfolios allow staff to set goals for each child, devise strategies to achieve goals, keep track of the child's progress and plan appropriate experiences for further learning and development. These Portfolios are available to parents to read and comment at any time. They are easily accessible in each playroom for parents and children. We ask parents only to access their child's portfolio, and respect the confidentiality of the other children's books.

Should parents have any questions regarding their child's development, behaviour or daily routine they are welcome to discuss this with the Educators or Director.

Information about what is happening in the centre is available through parents notices, monthly newsletters, or by talking directly to the Educators.

General Information

Settling In

This is as individual as your child. Parents are encouraged to stay as long as necessary. Initially your child may have periods of distress, even after being in care for a while - this is natural. Sometimes it may be better to leave your child and return early to spend some time - it all depends on your child and your needs.

Please speak to the Educators if you are worried or unsure of what to do. Also make sure you hand your child to a member of staff before saying goodbye. Parents, if still concerned, are welcome to phone during the day.

Meals

The **Centre** provides children with morning tea, lunch, afternoon tea and a late afternoon snack. Each day's menu is posted in the corridor. Food for children who are beginning to eat solids can be prepared according to their requirements. Food allergies (advised on enrolment form) will be charted to the cook to have in the kitchen. Please keep this information current and check the day's menu. The centre aims to provide attractive, nutritious and well balanced meals which encourage children to eat a wide variety of food.

Rest

D.H.S.H. and Community Services regulations require all children present at the service for over four (4) hours to be able to have a rest/quiet time. Cots and stretchers are provided. Children may rest any time of the day, but a main rest is set. The length of time children rest is dependent upon their needs. They are free to do quiet activities while others are resting. Cot linen must be brought from home.

Behaviour Management

This is individual as the child and the situation. If a child is behaving inappropriately staff will redirect child's attention and reinforce positive behaviour. As a consequence of inappropriate behaviour children may miss out on a favourite activity or have time away from that activity. Staff will try and distract child's attention by suggesting another activity or area in which to play. Staff give positive feedback when child is behaving well. Please see the Behaviour Management policy for further information.

Birthdays

These are special days and should be celebrated. You might like to send cupcakes for sharing on this day. Birthday Cakes are usually celebrated at afternoon tea time around 3.00pm. Parents are welcome to join in, if possible. If you are unable to bring a cake in; please let Educators know, and we will make a cake with your child during the day.

Children's Belongings

There are bag areas in all playrooms. Blue Room children are to place their bag in a locker of their choosing. Yellow Room children are to place their bags in the nappy change room and Red Room Children are to place their bag in the shelving provided. All belongings are to be labelled. Permanent Markers are available in all rooms.

Safety

The following precautions need to be followed if the service is to be a safe place for young children:

- Gates & latches **MUST BE SHUT** at all times.
- Service Policy is **NO SMOKING** on the premises.
- Plastic bag, plastic wrap and rubber bands should not be given to children.
- The Children are supervised at all times – indoors and outdoors.

Excursions

Excursions are undertaken. All families receive individual notes on each occasion. Permission in writing is needed for each excursion.

Arrivals

Parents/Carers need to:-

- Sign child/ren in - noting time & signature.
- **DELIVER** your child/ren to Educators - in the appropriate playrooms.
- Inform Educators of any notes for the day

Departures

Parents/Carers need to:-

- Sign child/ren out and note time & signature.
- Seek information on child's day from the Educators - written records should be checked eg. medicine & injury/incident forms
- Read notices re: coming events, parents information (especially current messages and posters)
- **Check child's pocket** hanging outside each room.

Please inform Educators if:

- Someone different is picking up your child.
- Parenting Order/Access arrangements have been changed.
- Phone No./Address have been changed.
- Children will not be allowed to leave with an authorised person.

This information needs to be confirmed in **writing**. Persons unknown to the staff will not be given your child. Visitors to children will not be admitted unless for special reasons, and unless prior arrangement is made by the parent with the Director. Please advise anyone new collecting your child that they may be asked to show their Drivers License, for the security of your child.

At the Centre what you will need to bring everyday

0 - 5 years

- A water bottle (clearly marked with your child's name) filled with water (**NOT** juice or cordial).
- A bag - with spare clothes and to take home their "creations" !!
- Spare Clothes - in case of accidents or a change of weather conditions
- Brimmed or Legionnaires Hat
- A fitted sheet and a flat sheet or blanket
- Children should be dressed in comfortable play clothes (please do not send your child in their best clothes as they are likely to get messy and dirty. Clothes should also be appropriate for children toileting themselves).

For Babies

- Plastic bottles ONLY (already made up and labelled)
- Adequate change of clothing and disposable nappies.
- Cup & Sheet
- Dummy/Comforter

<p style="text-align: center;">N.B. Please ensure your child's clothes and belongings are clearly marked with their name.</p>
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What NOT to bring

- TOYS - They can get lost, broken or stolen. It can be a source of competition amongst the children and can cause stress to parents and staff.
- Sweets Biscuits, cakes, lollies, twisties, chips, juice, cordial and fizzy drinks are not permitted as we encourage healthy and nutritious eating habits.

NO HAT- SHADE PLAY POLICY

The children are expected to play in a shade area only if they do not come with a hat. This applies to ALL children. The centre supplies sun cream and will apply it to all children prior to going outdoors. You will need to provide a brimmed or legionnaires hat - for *summer*; as well, beanie - for *winter*.

Priority Of Access

(Dept of Education, Employment and Workplace Relations Handbook 2008 – 2009)

Priority 1 – A child at Risk of serious abuse or neglect

Priority 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 *A New Tax System (Family Assistance) Act 1999*

Priority 3 – Any other child

Within these main categories priority should be also given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on low incomes
- Children in families from culturally and linguistically diverse backgrounds

Where demand for care exceeds supply, it is important for services to allocate available places to those families with the greatest need of child care support.

Where the service has no vacant places and is providing care for a child who is third priority in the Priority of Access, the service may require that the child leave the service in order for the service to provide a place for a higher priority child but only if:

- **the person who is liable to pay childcare fees in respect of child was notified when the child first occupied the child care place that the service followed this policy; and**
- **the service gives that person at least 14 days notice of the requirement for the child to leave the service.**

Non work-related care

The service may provide respite care and other non work-related child care after considering Priority of Access guidelines

Community Services

DUBBO	Ph: (02) 68413255
COONAMBLE	Ph: (02) 68222395
WALGETT	Ph: (02) 68281409