

CHEERIOKIDS

HEIDELBERG

EARLY LEARNING CENTRE

PARENT  
HANDBOOK

CHEERIOKIDS

Heidelberg



Early Learning Centre



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# WELCOME



to Cheeriokids Heidelberg and thank you for choosing to enrol with us.

We have an open-door policy.

Families are welcome to visit at any time.

This parent handbook contains information you need to be familiar with and forms part of the terms and conditions of your child's enrolment. Please visit [cheeriokids.com.au](http://cheeriokids.com.au) for the latest version of this handbook.





# ABOUT CHEERiOKiDS

We strive to provide a homelike early education experience for young minds to learn and develop. We provide learning environments that are safe, secure, and stimulating while embracing the many cultures that are present in our service.

Our mission is to facilitate curious and excited learners as they develop and transition out into the world. Run by a family we are delighted to have created a close-knit community within our service.

# OUR SERVICE

We are a Long day care with three rooms.  
Babies Room 10 places ages 0-2years  
Toddler Room 10 places ages 2-3years  
Kinder Room 20 places ages 3-5years  
We also run a government funded 15hour  
Kinder program for 3year olds and 4year olds



## COMMUNICATION

Everybody has a preferred time and method when it comes to communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child's progress and day. That's why we offer many types of communication methods, including:

Daily Information board, face to face, online updates using Cluster APP, emails, meetings, phone calls and newsletters.

## CURRICULUM

Our educators work alongside the Victorian Early Years Learning framework and National Quality standards to inspire children in their learning and development. Our educators collaborate to provide a high-quality program and plan in each room with an open-door policy allowing children to spend time learning outdoors.

## CODE OF CONDUCT

The Code of Conduct establishes the standards for all employees, whether in child-related or other roles. Employees also abide by the ethical responsibilities outlined in Early Childhood Australia's Code of Ethics and Network of Community Activities' Code of Professional Conduct for staff where applicable to their roles.

# FEES, REBATES *and* ATTENDANCE

## CHILD CARE SUBSIDY

We require all families to be up to date with their fees. Payments cannot fall more than 2 weeks into arrears; this is one of the conditions of enrolment at Children First and all families agree to the conditions when they sign the enrolment forms.

## PUBLIC HOLIDAYS AND CLOSED DAYS

We are closed on public holidays and for two weeks over the Christmas and New Year period. Fees are charged as normal on Public holidays but not charged over the two week holiday.

## OVERDUE FEES

The Nominated Supervisor will issue a Friendly Fee Reminder letter to any family who is one week late paying their fees. If families are having difficulty making fee payments they should immediately speak with the approved provider or nominated supervisor to discuss fee payment arrangements. Information provided by families will be treated as strictly private and confidential.

In cases of non-payment of fees, where the service is unable to contact families about the debt, or families do not meet agreed arrangements for repayment of the debt and ongoing payment of fees:

bond payments will be applied to outstanding debt amounts and the Nominated Supervisor may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing.

Fees of \$10.00 a day will apply to any overdue fees.

<https://www.servicesaustralia.gov.au/child-care-subsidy>

<https://www.servicesaustralia.gov.au/additional-child-care-subsidy>

## NOTICE OF WITHDRAWAL *and* CHANGE OF DAYS

Two weeks written notice is required if families intend to withdraw their child from the centre or reduce their days of attendance. Children are not able to attract CCS if they don't attend on their first or last day of care at the centre.

# FEES, REBATES *and* ATTENDANCE

## PAYMENT METHODS

Fees can be paid weekly, fortnightly or monthly in advance by EFTPOS at the service, EFT to service bank account, direct deposit when required. Fees are payable in advance for every day that your child is enrolled at the service. This includes pupil free days, sick days and family holidays but excludes periods when the service is closed.

## LATE COLLECTION FEE

Families who do not collect their child before we normally close for the day may be charged a late fee of \$15 for every 15 minutes or part thereof they arrive past our closing time. This fee covers the cost of employing the staff required to supervise a child outside our operating hours. It may be waived at the discretion of the Nominated Supervisor.

## ABSENCES

Families must notify the centre if their child will be absent for any day or session you have booked. For CCS purposes, children are allocated 42 absences per financial year. Families can keep track of how many absences their child has had on their statements, invoices and receipts. If your child exceeds the 42 absences, CCS will only be paid for the sessions your child attends and you will be charged the full fee for any booked session your child has missed.

## BONDS

Bond is \$292.00 (2 X Daily Fee). This bond can be waived for vulnerable families and/or families that meet the Priority of Access.





# GETTING STARTED

## ENROLMENT INFO

Prior to your child commencing at our service, you'll be required to complete all enrolment documentation. You will also have the option to do 3 x 1hr orientation sessions with your child in their room. Please make sure organize with administration

Please Note: It is essential we always have your current details in case of an emergency. Notify the Centre Manager or the administration staff immediately if there's any change to the following enrolment information:

- Phone/mobile numbers
- Address
- Emergency contact information
- Any other contact details
- Health conditions
- Family changes



## THE FIRST DAY

Parents and children generally feel both excited and nervous when attending child care for the first time. We encourage parents to stay as long as they like in the mornings and pop in or phone throughout the day.



# WHAT TO PACK

## BACKPACK

We work towards all children being able to recognise and open their own bag as it helps build their sense of independence. You can help by getting them involved in selecting their bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled.

### A note on breast milk

Our services support breastfeeding. Speak to your Centre Manager to find out more about our policies on storing and serving breast milk.

### Reusable/Cloth Nappies

We are open to using reusable/cloth nappies if you are using them for your child. Please provide them in your child's bag with a storage bag and talk directly with the room educators to familiarise your routine.

## INSIDE YOUR BACKPACK

### Spare clothes

We sometimes get messy when we enjoy an activity or meal so always pack a spare set of clothes. These should be labelled and can stay in your child's bag. If your child is toilet training it is best to pack a few spare pairs of clothing, just in case of accidents.

### Bottles

Water bottles can be provided or brought from home. Please ensure your bottle is labelled.

Pack empty milk bottles if your child drinks cow's milk. We ask that formula portions are packed separately in a small container labelled with the amount of water needed to go with each portion.

### Comfort Toys

Comfort toys are more than welcome. Please label these treasured items.

# WHAT NOT TO BRING

We ask that children do not bring in toys or items of value from home. While many children would like to bring their own toys to the centre, sharing these with other children can be a difficult concept for a younger child to grasp, and can cause distress. It is also difficult for staff to monitor personal items and to ensure they will be sent home at night. If your child wishes to bring toys from home to share they must remain in your child's bag during the day. Of course, security items (for example, dummy, blanket) and comfort toys like a teddy are exceptions. These items need to be clearly labelled with your child's name.

## SAYING GOODBYE

Ideally, your child will be settled at an activity or with their peers before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine, so we recommend establishing your own drop-off procedure during the orientation process if possible. Arriving early and taking your time in the morning results in a calm start to the day and allows children to maximise their time for learning and play.

## ARRIVAL AND DEPARTURE

For safety and security reasons all children must be signed in on arrival and signed out on departure. If parents are unable to sign in or out our staff will do so. Parents will need to confirm these attendances next time they sign in/out their child. Signing in/out is a CCS requirement. Your CCS could cease if you aren't signing in your child. No child will be allowed to leave with a person not named on the enrolment form unless prior arrangements are made with the Centre Manager or administrative staff. If we are unfamiliar with the person collecting the child, we will require identification such as a driver's licence.

## BIRTHDAYS

It is very exciting for a child to be having a birthday. We will celebrate birthdays on the day organised with the child and their parents. Ness will design a cake according to the child's interests. Parents are welcome to the cake or party bags/snacks to share with the children and to join the party.



# CLOTHING

Choose loose (non-restrictive), serviceable, easy to wash clothes so children feel free to join in all the activities and get to develop independence. Clothing such as long dresses and overalls or anything with braces, belts and stiff buttons can prove a problem for children when they need to go to the toilet. For effective sun safety, we require all shirts to have sleeves and tops to cover mid-drifts. Broad brimmed hats are essential. (See more under 'Sun safety'). Shoes should be suitable to run, climb, hop and jump in and be easy to take off and put back on. Lace up joggers or sandals are appropriate. Thongs are not suitable, and we prefer they are not worn.

# SAFETY WHEN YOU ARE LEAVING AND ARRIVING

## FAMILY WALLS

All rooms have a 'family wall' which features photographs of the children with their families. This is a strong and valuable tool which encourages children to connect and feel they and their family are a valued part of the service. If you would like to bring in a photo, or a couple of photos that represent your family, we would love to add it to our wall.

# SUN SAFETY

Children and educators must wear hats and appropriate clothing when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations. Sunscreen is encouraged before outdoor play.



- Never leave children unattended in cars while collecting children from the service.
- Please be wary of neighbours and park in between the allocated white lines.
- Never leave a door or gate open.
- Never leave your children unattended in a room.
- Children are not permitted in the kitchen and laundry areas.

## REST *and* SLEEP

Rest and sleep routine varies according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide beds, sheets, blankets and play soft music in the background. Your child may wish to bring a security or comfort item to have at rest time. Please feel free to discuss your child's rest or sleep needs with our educators. Quiet activities or outdoor play is available for those children who do not sleep, and children's voice is respected.

For more information please see 'Red Nose'

# PARENT *and* FAMILY INVOLVEMENT



## YOUR PARTICIPATION

We have an open door policy and actively seek and encourage family involvement. This can range from evaluating your child's program and providing feedback on our observations, to volunteering with us and sharing your skills and experiences with the children and/or the organisation.

## YOUR SKILLS, INTERESTS *and* TALENTS

We welcome and encourage the involvement of all parents and wider family members at our services. There are many ways to be involved, including giving a talk or demonstration to the children, performing at an event or volunteering your specialist skills to the organisation. We understand that you are busy so any time you can contribute is appreciated.

## SUGGESTIONS

Parents are welcome to visit or call the service at any time. If you have any suggestions or ideas on how best we can work together in the service, we would love to hear them. Similarly, if you have any concerns, please see your child's educator or the Centre Manager. We have a Complaints and Comments Policy if you would like to formally raise an issue. All policies are available for families to take home and review at any time. They are also available on HubHello.

## RECYCLABLE *and* REUSABLE ITEMS

We are always on the lookout for recyclable items we can reuse while doing craft or other hands-on activities in the rooms. Empty food containers, ribbons, wrapping paper, paper towel tubes, colourful paper or anything interesting is appreciated.

# HEALTH



## MEALS

Children First promotes healthy eating habits. Our centre serve nutritious, fresh food in line with the Australian Dietary Guidelines. Our menu is displayed at the kitchen and online. Families are encouraged to be involved in the menu planning.

## SPECIAL DIETARY REQUIREMENTS

Please advise us if your child is following a special diet or has food allergies.

## ALLERGIES *and* MEDICAL CONDITIONS

Please advise us if your child has allergies or medical conditions. If your child is at risk, asthma, allergy and anaphylaxis action plans must be provided by your GP. We will work with you to develop plans to ensure your child's safety and wellbeing while they are with us.

## HEALTH *and* MEDICAL EXCLUSION

In the interest of all children, families, and employees, we request that your child does not attend the centre when they are suffering from an infectious disease or are generally unwell. Centre Managers will inform parents of an outbreak of any infectious diseases. In turn, parents are asked to inform the centre if their child is suffering an infectious disease as soon as possible. A current list of infections and conditions requiring exclusion (sourced from the National Health and Medical Research Council) is displayed in the office. Any child excluded from a centre must remain absent for the recommended exclusion period. Families continue to pay fees during any absence due to illness or exclusion. If your child has been vomiting or had diarrhoea, they must be excluded for 48 hours.

# IMMUNISATION

In accordance with the Public Health Act 2010, families are required to provide an Australian Childhood Immunisation Register (ACIR) history statement that shows that each child enrolled at the centre is up to date for their age with their scheduled vaccinations. This information needs to be provided to the administration staff prior to your child's commencement. Centre Managers will inform families of any outbreak of a vaccine preventable disease. Parents are asked to immediately inform the centre of a vaccine preventable disease which has been discovered in their family. It is important that we work together to minimise the risk of infection to other children and educators.

## MEDICAL PROCEDURE

If your child requires medication whilst at the centre, you need to present it on arrival. It must be in the original packaging, contain the instructions and be within current 'use by' date.

Please ensure the medication is labelled with your child's name. We will not administer medication that is not labelled. We will assist you in completing the appropriate medication form. When collecting a child from the centre, you, another parent or authorised person must sign the medication form in acknowledgement of the medication administration.

## INCIDENT, INJURY *and* TRAUMA PROCESS

If your child has an accident the educator will complete an accident form and share it with you at pick up time. You will be required to sign the form.

In the event that your child needs urgent medical attention, parents or authorised persons will be notified as soon as possible. If the parents/guardian or emergency contact persons are unavailable, staff will accompany the child in the ambulance. If a minor accident occurs and your child is given first aid at the centre, we will discuss this with you on your arrival. We are required to notify the Department of Education if your child requires medical attention for an injury, illness, incident or trauma that occurs at our centres.

# SAFETY



## EXCURSIONS, INCURSIONS *and* SPECIAL EVENTS

Excursions and special events are invaluable learning experiences. To ensure the safety of all those involved, we will assess all activities for risk and safety. We require your written consent for your child to attend excursions. This is done with an excursion consent form.

## EMERGENCY *and* EVACUATION PROCEDURES

We prepare risk assessments for potential emergencies such as fire, flood or centre lockdown when applicable. Evacuation and lockdown procedures are displayed throughout the centres and are rehearsed at least once every three months.

## COLLECTION OF YOUR CHILD

We are committed to ensuring your child's safety; therefore, our staff will only let children leave with people who have been authorised to do so. This information is recorded on enrolment and can be amended at any time by providing prior written notice. If we do not recognise the person who comes to collect your child, we will ask for current photo identification. Families must ensure that anyone coming to collect a child has this form of identification with them.

If children remain at the centre after closing time, we will attempt to contact the family and the emergency contacts on the enrolment form. If, after 30 minutes, we have been unable to make contact and/or arrange for the child to be collected, we will contact the nearest police station.

## CHILD PROTECTION

Children First supports each child's right to live and learn in a safe and secure environment. As mandatory reporters, employees are required to report and act in accordance with the procedures for recognising, responding to and reporting child abuse and neglect to Child Protection.



## CONFIDENTIALITY OF RECORDS

Information collected on your child and family remains confidential. Enrolment forms and accompanying documentation are kept in a secure, locked location. For more information refer to our Privacy Statement.

## WORKPLACE HEALTH AND SAFETY

Cheeriokids has Workplace Health and Safety Policy which covers children, families, visitors, contractors, and employees at each centre. Please assist us by reporting any dangerous situations immediately. We also ask that you follow the instruction of the educators in an emergency situation.

## GUIDING CHILDRENS BEHAVIOURS

We encourage children towards positive and responsible behaviour, and give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. We use a positive approach to behaviour management and guiding children's behaviours.

## PUBLICITY *and* PROMOTIONS

We seek your consent for employees, students, volunteers or media representatives to take appropriate photographs, videos, films or audio tapes of your child during operating hours for authorised publication, broadcast or research. You can indicate your consent or otherwise in the section provided on your child's enrolment form. You may also allow us to take photographs of your child for internal purposes, for example, to document your child's development or display in the centre.



# PRIVACY *and* CONFIDENTIALITY

Our service recognises that every individual has the right to ensure their personal information is accurate and secure, and only used or disclosed to achieve the outcomes for which it was initially collected. Personal information will be managed openly and transparently in a way that protects an individual's privacy and respects their rights under Australian privacy laws.

Information that may be kept by the service includes:

- Contact information of client and significant family members.
- Financial information.
- Medical and behavioural information.
- Information on likes/dislikes, activities and daily routines.
- Any relevant legal information.

All information that is stored by the service on each client is kept in a locked cabinet if in hard copy, or password protected if in electronic form.



# CONTACT US

## CHEERIOKIDS HEIDELBERG

[p] 03 9457 4237

[e] [admin@cheeriokids.com.au](mailto:admin@cheeriokids.com.au)

[w] [www.cheeriokids.com.au](http://www.cheeriokids.com.au)

[f] [www.facebook.com/cheeriokidsheidelberg/](http://www.facebook.com/cheeriokidsheidelberg/)

8 Sackville St  
Heidelberg Heights  
VIC 3081