

# Cuddlepie Early Childhood Learning Centre



# Family Information Handbook

[www.cuddlepie.nsw.edu.au](http://www.cuddlepie.nsw.edu.au)



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Our **Vision** is a community where children feel safe, supported and to develop a love of learning.

Our **Mission** is to provide opportunities for children to learn through play as part of their growth and development.

We **Value** each child as an individual.

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# WELCOME TO CUDDLEPIE EARLY CHILDHOOD LEARNING CENTRE

## WHO WE ARE

Cuddlepie Early Childhood Learning Centre was established in 1986 and have been part of the Wingham community for over 35 years. We are Government funded long day care service providing high quality education and care for 39 children per day, whose ages range from birth to five years.

We are managed by a committed group of parents, with extremely dedicated and highly qualified educators. We focus on being financially healthy which means we can focus on what is best for our children, rather than shareholders' profits.

The Service has been Assessed and Rated under the National Quality Framework and has received rating of 'Meeting the National Quality Standards' in all seven areas.

We are licensed under the Education and Care Services National Law. The service must comply and operate in accordance with this law and the Education and Care Services National Regulations including the requirements about activities, experiences and programs, numbers of early learning professionals and children and early learning professional's qualifications.

## Contact Details:

Physical Address: 22 A Queen Street Wingham NSW 2429

Postal Address: 22 A Queen Street Wingham NSW 2429

Contact Phone: 02 65534062

## Email Details:

Management Committee Approved provider – TBA

Service Director- [joanna.hartley@cuddlepie.nsw.edu.au](mailto:joanna.hartley@cuddlepie.nsw.edu.au)

Assistant Director /Administration [erin.pereira@cuddlepie.nsw.edu.au](mailto:erin.pereira@cuddlepie.nsw.edu.au)

Educational Leader: [educational.leader@cuddlepie.nsw.edu.au](mailto:educational.leader@cuddlepie.nsw.edu.au)

## Our state regulatory authority is:

NSW Department of Education- Early Education and Care

Directorate, who may be contacted on 1800 619 113 or at [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au).

## Our Aim

Our aim at Cuddlepie Early childhood Learning Centre is to maintain a holistic approach to high quality, community based early education and care for the children and families at our service and within the community.

Our Service's educators, employees and management aim to implement high quality practice focused on the best interests of the children. Our practices will reflect the principles of the National Quality Framework (NQF), the Early Childhood Code of Ethics, the Early Years Learning Framework (EYLF), The Convention on the Rights of the Child, our knowledge of current research as well as information and input from our families and employees.

## Our Team

The educators at our service are extremely committed to providing an environment for your child which is safe, educational and nurturing. The Service provides staffing which exceeds the minimum licensing requirements in accordance with the NSW Department of Education.

Our educators have a combination of early education and care qualifications ranging from certificate III, diploma level through to tertiary educated employees. All relevant employees also hold qualifications in child protection, first aid, asthma and anaphylaxis training.

All our employees, including members of the management committee have completed relevant NSW Working with Children Checks (WWCC).

The Service's Director/ Nominated Supervisor is responsible for the day to day operation of the service and management of the operational team.

The Management Committee oversees that the Director is managing all aspects of the National Quality Standards and National Education and Care Regulatory requirements.

Check out more of our team bio's on our website: [www.cuddlepie.nsw.edu.au](http://www.cuddlepie.nsw.edu.au)

## **OUR MANAGEMENT**

### **Our Management Committee**

One of the great benefits of a community based child care service is the opportunity for parents and staff to manage the Service together. The Service is an incorporated body, managed by a VOLUNTEER parent and community based committee.

**As such all parents are encouraged to take part in the Service's Management Committee.**

At each Annual General Meeting usually held in September each year, a Committee is elected from members of the Service (members being any parent whose child attends the Service), staff and community representatives. A list of the current Management Committee executive members appears on the Committee Notice Board in the foyer.

If you are interested in joining the committee (as we are always looking for supportive members), please see the service director for more information.

The Committee is responsible for the overall management and financial viability of the Service.

By actively participating in the Committee, parents can have an important role in helping determine the environment provided for their children at the Service. The Management

Committee has a massive responsibility and one that can only be successfully achieved if all parents contribute in a constructive and co-operative manner.

All families are required to join the general association.

A joining fee of \$2.20 per annum membership fee is charged at the beginning of each calendar year. Membership of the association allows each family to vote in the AGM of the association

## ROOM INFORMATION

### Our Baby Toddler Room

Our Baby Toddler room is ages 6 weeks to 2.7 years. Accommodating up to 17 Children

Our ratios:

0-2 years 1 x Educator to 1-4 children

2-3 Years 1 x Educator to 1-5 children

Our passionate staff create carefully thought of and planned spaces to facilitate their learning and development in and nurturing environment.



### Our Preschool Room

Our Preschool Room is a mixed age range from age's 2.7- 6 years. Accommodates up to 22 Children

Our ratios:

2-3 years 1 x Educator to 1-5 children

3-6 Years 1 x Educator to 1-10 children

1 x Inclusion Support Person (ISP Educator) to help Support children who require extra support

Our program has been developed to suit the varied age range with an Early Childhood Teacher to oversee the Preschool Program.



**NOTE:** These are approximate ages only. When considering a child's room placement, we work in partnership with their family to ensure the child feels safe and secure within their transition.

## Preschool Program

**ALL DAY – Our School Readiness Program is simultaneously all day. The program is embedded by our Bachelor Early Childhood Teacher which helps support our children with building the skills and confidence in the transition for primary school. Our program helps support their social, emotional and self-regulation to be active learners in a primary school setting.**

**6.45am 8:00am– Cuddlepie Opens** Welcome! We ask for you to sign in at the outside foyer. Here you will find our Daily Program, Daily Diary and a Daily Information Sheet- this is an opportunity for you to write any general comments or concerns regarding your child which educators can act on in the beginning of the day.

Please make your way into the Baby Toddler Room, where all children congregate. Our educators will encourage your child to explore and discover their surroundings and has time to play and learn at their own pace, with many intriguing toys and interactions we provide.

**6:45am-7:30am** – Breakfast is offered to children if requested by families.

**8:30am – Transition for Preschool children** At this point in the morning, family grouping will end and the older children in the room will transition into the preschool room. The educators also begin to implement any planned daily experiences.

**8:45am - Morning Meeting** – Roll call is completed and sunscreen is applied.

**9:00am –Morning Tea- children** are offered morning tea in a group setting and are free to make decisions based on their own needs.

**9:30am – (nappy change time) - Group Time is** straight after morning tea. All children are gathered into smaller groups and participate in planned experiences. It's a more meaningful way to share thoughts and ideas through yarning circles, where the children can read together, sing together and collaborate with one another participate in new learning experiences,

**10:00am -Play and learn** Educators will provide your child with planned and spontaneous experiences. If your child is not interested, we allow them to free play.

**11:30am – Lunch transition** - your child will enjoy a nutritious meal off our menu they encouraged to try new food. When lunch is finished, children are supported in their own housekeeping.

**12:00pm – Sleep Time** If your child requires a rest, our educators can pat if required.

**12:30-2:00pm (or as your child awakens nappy change) – Educators can implement planned and spontaneous experiences at this time; however, if your child is not interested then we will let them continue their free play.**

**2:00pm-2:30pm – Afternoon Tea we will provide them with afternoon tea from the menu.**

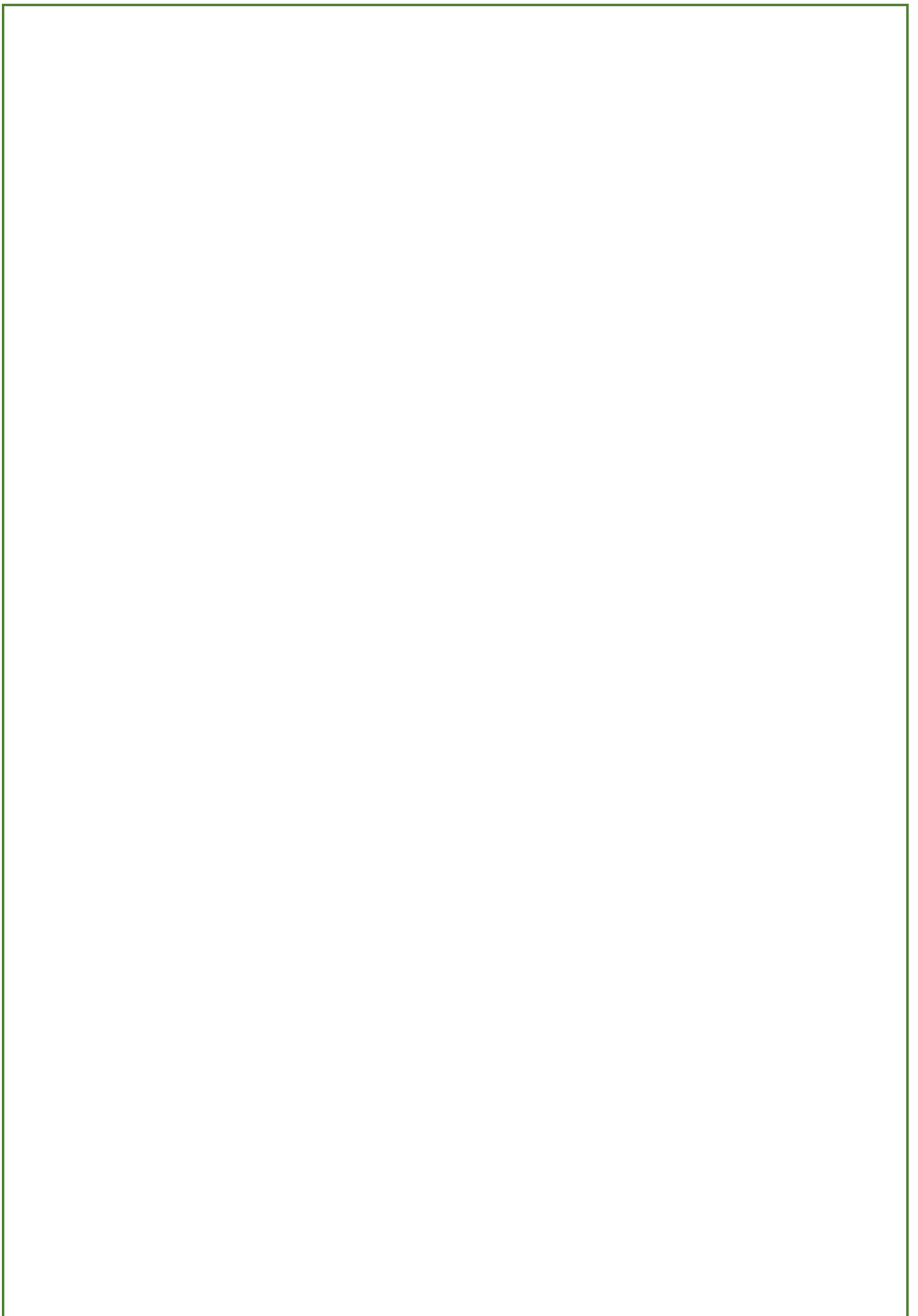
**2:30 – Play and Learn** Educators can implement planned and spontaneous experiences at this time; however, if your child is not interested then we will let them continue their free play.

**3:50pm-4pm– Late Snack** -It is time for your child to have a small nutritious late snack and we transition to join with the Baby Toddler Room

**4:45pm- 5:30pm** Your child will be engaged with their educator and free play until you arrive.

**5:30pm – Cuddlepie Closes**

Throughout the day you will also receive reports and get glimpses of your child's day via our Storypark App. Or please have a quick read of our Daily Diary displayed in the foyer.



## **Baby Toddler Program**

**6:45am 8:00am– Cuddlepie opens** Welcome! We ask for you to sign in at the outside foyer. Here you will find our Daily Program, Daily Diary and a Daily Information Sheet- this is an opportunity for you to write any general comments or concerns regarding your child which educators can act on in at the beginning of the day.

Please make your way into the Baby Toddler Room, where all children congregate. Our educators will encourage your child to explore and discover their surroundings and allow time to play , with many intriguing toys and interactions that we provide.

**6:45am-7:30am** – Breakfast is offered to children if requested by families.

**8:00am – Transition for Preschool children** At this point in the morning, family grouping will end and the older children in the room will transition into the preschool room. The educators also begin to implement any planned daily experiences.

**9:00am – Morning tea time** Your child has their hands wiped by an educator to rid any germs as we are about to eat. Children who can eat solids will eat the morning tea from our menu. If your child requires a bottle the educator will confirm specific times for this.

**9:30am – Group time (nappy change time/toileting time)** Straight after morning tea your child will be involved in a group time, where all the children are gathered and an educator will do a planned experience. The group time allows for your child to experience group work and activities.

**10:00am -Play and learn** Educators will provide your child with planned and spontaneous experiences. If your child is not interested, we allow them to free play.

**11:00am – Lunch** Your child will enjoy a hot meal from the menu, if your child is not on solids, bottles can be given at specific times.

**11:30pm – Sleep/rest time** If your child requires a rest, our educators can pat and sing to your child if required. For those not requiring a sleep, quiet activities are offered.

**12:30-2:00pm (or as your child awakens nappy change) – Educators can implement planned and spontaneous experiences at this time; however, if your child is not interested then we will let them continue their free play.**

**2:00pm-2:30pm – Afternoon Tea we will provide them with afternoon tea from the menu. If your child requires a bottle the educator will confirm specific times for this..**

**2:30 – Play and Learn** Educators can implement planned and spontaneous experiences at this time; however, if your child is not interested then we will let them continue their free play.

**3:00pm – Nappy Change time/Toileting time**

**4:30pm – Late Snack** -It is time for your child to have a small nutritious late snack. If your child requires a bottle the educator will confirm specific times for this.

**4:45pm- 5:30pm** Your child will be engaged with their educator and free play until you arrive.

**5:30pm – Cuddlepie Closes**

Throughout the day you will also receive reports and get glimpses of your child's day via our Storypark App, or please have a quick read of our Daily Diary displayed in the outdoor foyer.



## **SERVICE INFORMATION**

### **Service hours of operation and closures.**

The Service operates on weekdays only, between the hours of 6:45am and 5.30pm. The Service is open 52 weeks over the Christmas and New Year period.

### **Fee Structure:**

Our service implements a daily fee structure, based on our CCS entitlement. Each room includes morning tea, lunch, afternoon and a late snack. Current fee information can be found within the service information sheet within your enrolment pack and on the service website: [www.cuddlepie.nsw.edu.au](http://www.cuddlepie.nsw.edu.au)

Fees are payable for public holidays and your child will be entitled to a Make Up Day (valid for 12 months of date of public holiday – see fees policy)

### **Payment of fees**

On enrolment all families will be required to pay the following;

- Bond Payment of \$200
- Enrolment Fee \$20
- Annual Building Levy \$25 (January)
- Resource Levy \$25 (January)
- An Annual Equipment Levy is required to alleviate the pressure that working bees and fundraising events have on the Management Committee. The levy is charged at \$25.00 per family on agreement of a position at Cuddlepie. This fee is further payable annually.

### **Payment Methods**

Our preferred method of payment is PAYCHOICE (direct debit system) and allows families to have fees automatically debited each fortnight, however Internet deposit, EFTPOS and cash are another alternative to payment. An option for direct debit is included in the online enrolment process.

### **Bank Account Details**

National Australia Bank

Account Name: Cuddlepie

BSB: 082-356 Account No.: 431193617

please use your child's full name as reference.

### **Fee Payment Policy and related payment plans**

Cuddlepie is a non-profit organisation that relies on family fees to cover the everyday operational costs of the service, most importantly staff salaries and wages. The Service's Fee Payment policy states how fees are to be paid and how families will be treated should their account fall into arrears. If a family is experiencing any difficulties in paying fees, they should contact the Service Director. Families that are in arrears are at risk of forfeiting their child's place in the Service. The service will negotiate and enter into a suitable payment plan with families in arrears of more than 30 days. A copy of this policy is accessible to families in foyer of the service.

### **Sicknesses and fees**

Fees are charged for each enrolled day, except for the service closure for extraordinary events. Since the fee level calculation is based on averages, fees must be paid even if the child is away sick, on holidays. If your child will be absent, please notify the Service as soon as reasonably possible.

### **Scheduled Annual Fee Increase**

Scheduled fee increases are generally decided upon the current financial climate of the centre

as a not for profit service the service must ensure that daily fee's cover the cost of our budgeted expenditure, therefore each year may vary. Fee increase notification will generally be advised 2 weeks' notice of decision.

### **Government Assistance (CCS)**

All families are entitled to apply to the Centrelink Family Assistance Office for Child Care Subsidy, irrespective of income. For those parents who work, study or are looking for work, there is available an eligibility for up to 100 hours of childcare benefit per fortnight. For those non-working or non-studying parents, there is available an eligibility of 24 hours of childcare benefit per fortnight, and an additional 36 hours if you apply and are eligible for the preschool exemption (for a child the year before attending formal schooling).

The subsidy is a single, means tested process that provides assistance to families on an income and activity basis. Please contact the Family Assistance Office on **13 61 50** between 8am & 8pm Monday to Friday for more information.

### **Allowable Absences (CCS)**

Where children are unwell and require time off care, even though there is no fee relief discount for absences, it is important to give our office a copy of your medical certificate so we can submit this as an additional absence to your 42 allowable days from Centrelink. Where families go over 42 days absences (without medical certificates) each financial year, Centrelink will stop paying any child care subsidy for additional absences after this.

### **Immunisation**

As per amended regulations from January 2014, **All children enrolled within an approved early childhood setting MUST be immunised as per National Immunisation Schedule.** A copy of the schedule is provided in your enrolment pack. ALL parents must provide documentary evidence of their child's immunisation status to both the Service and the Family Assistance Office (FAO). Please bring a copy of your child's updated Medicare Immunisation History Statement upon enrolment. It is also a requirement and the parent's responsibility that you provide the service with an updated immunisation statement following any immunisations.

### **Record of Birth**

To ensure authority of enrolment is permitted, the service must receive a copy of the child's birth certificate, or other relevant legal documentation on enrolment to the service

## **RELEVANT POLICIES AND PRACTICES**

We have a large number of policies and procedures related to the education, care and wellbeing of children in the service. A full copy of all policies and procedures are located within a policy folder in the foyer. Below you can review the most common daily practices you will need to be aware of as soon as your child starts at the Service;

### **Relationships with Children – Behaviour Guidance**

The aim of our guidance of children's behaviour is to maintain a positive approach to supporting them to make their own appropriate social, moral and emotional decisions. Positive guidance techniques are based on principles and practices that will enhance the self-esteem of the child. Where children are indicating signs of further support, a collaborative support plan will be implemented in collaboration with families and where appropriate relevant support services.

### **Delivery and collection of children**

The service has a security pin pad system to ensure the safety of its children and families. Upon enrolment each family is issued their own unique pin code to enter when arriving at the centre. When dropping children off and picking up children it is important to us the service's sign in electronic Kiosk system. Educators will support you in how to use the system and procedures to follow. Employees must be notified of any changes in arrangements to collect your child. People not known to our team must have written authorisation in letter or email form in order to collect a child and will be asked to provide photo identification to prove identity before taking a child off the premise. If a person unknown to our team is attempting to withdraw a child without authorisation, the police will be called. To add or remove an 'authorised nominee' amend this on your Storypark Manage app and contact the centre.

### **Late fee for picking up your child**

The Service closes promptly at 5.30pm. All children must be collected by this time. If you have an issue collecting up your child on time please telephone us and let us know of your plight. Unwarranted lateness will attract a late fee of \$5 dollars per minute after 5.30pm. After 5:45pm. If parents cannot be contacted, emergency contacts/ authorised nominees as stated on the child's enrolment form, will be asked to collect the child. If the child has not been collected by 6pm, the police and the Department of Family and Community Services (FACS) will be contacted.

### **Meals provided by the service**

The Service provides all meals whilst your children are in attendance. Children are provided morning tea, lunch, afternoon tea and a late afternoon snack. All food is prepared at the Service by our cook. All food is of high nutritional standard in accordance with NSW Health-Good for Kids Good for Life Guidelines. The menu is displayed on entry to the service for your review. Milk and water are the only drinks offered. If your child has any allergies, please provide the Service a copy of your doctor's certificate, dietary requirements and food substitutions at the time of enrolment. If you would prefer younger children not to receive certain foods until they are older, please inform our team who will provide you with a food preference list. We cannot allow foods or cakes to be brought in from home because of the risk associated with children who have severe allergies, however offer families a cake if requested for their child's birthday. For a full copy of our food, nutrition and beverage policy see the service policy folder in the foyer.

### **Notice of withdrawal**

The Service requires written notification two weeks in advance if you wish to remove your child from the Service. Failure to provide two weeks' notice will result in the families being charged full fees (excluding all Child care subsidies) for the duration of two weeks' notice. During the notice period, where a child does not attend their final day/s, full fees will also apply for the days not in attendance, referred to as 'Cessation of Care Charges'. This is a requirement of

government department responsible for Child Care Subsidies. Where outstanding arrears are not paid, all balances owing will be referred to our debt collection agency.

### **Health and Infectious Illness/ Disease**

It is essential that children attending our Service are healthy and as such, to protect employees and other children at the Service, it is essential that we enforce the following;

- If your child is showing any signs of illness, please keep him/ her at home, notify the Service that they will be away and give an expected return date.
- If your child becomes unwell at the service, or develops symptoms of ill health, you will be contacted and asked to collect your child.
- If your child presents with symptoms that could be contagious, you will be asked to seek medical advice and to obtain a doctor's certificate advising that your child is not contagious before your child will be readmitted. The doctor's certificate should clearly state that your child is not infectious to other very young children (as young as six weeks old) and they are able to cope with the child care environment.
- The Service Director, in consultation with the educators, retains the right to exclude children who are regarded as obviously unwell and unable to cope with the general routines of the day. The right also applies to children who are not fully recovered from a previous illness.

### **Exclusion Periods**

For any infectious diseases we follow the Guidelines for exclusion from Staying Healthy in Childcare as prescribed by the National Health and Medical Research Council.

Please see below for individual exclusion periods for specific illness.

The Service Director, retains the right to increase exclusion periods in the case of an outbreak with consultation and recommendation of the NSW Public Health Unit.

Condition	Exclusion of Cases
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours.
Chicken Pox (Varicella)	Exclude until all blisters have dried. This is usually at least 5 days after the rash first appeared in unimmunised children and less in immunised children. Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection.
Conjunctivitis	Exclusion until all discharge from the eyes has stopped.
Diarrhoea	Exclude until there has not been a loose bowel motion for 24 hours.
Diphtheria	Exclude until medical certificate of recovery is received following at least 2 negative throat swabs, the first swab not less than 24 hours after finishing a course of antibiotics followed by another swab 48 hours later.
Hand, Foot and Mouth Disease	Exclude until all blisters have dried.
Head Lice	Exclusion is NOT necessary if effective treatment is commenced prior to the next day at child care. If Lice/ eggs are detected the following day a parent will be contacted to collect and seek effective treatment
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice.
Hepatitis B	Exclusion is NOT necessary
Impetigo (School Sores)	Exclude until appropriate antibiotic treatment has commenced. Any sores on exposed skin should be covered with a watertight dressing.
Influenza Virus	Exclude until well
Leprosy	Exclude until approval to return has been given by an appropriate health authority.
Measles	Exclude for 4 days after the onset of the rash.
Meningococcal Infection	Exclude until appropriate antibiotic treatment has been completed.
Molluscum Contagiosum	No exclusion necessary
Mumps	Exclude for 9 days or until swelling goes down
Parvovirus infection	(fifth disease, erythema infectiosum, slapped cheek syndrome) Exclusion not necessary
Ringworm, scabies, tinea	Exclude until the day after appropriate antifungal treatment has commenced.
Rubella (German Measles)	Exclude until fully recovered or for at least four days after the onset of the rash.
Tuberculosis (TB)	Exclude until medical certificate is produced from an appropriate health authority.
Viral Gastroenteritis	Children are to be excluded until there has not been a loose bowel motion or vomiting for 24 hours.
Whooping cough (pertussis)	Exclude until five days after starting appropriate antibiotic treatment or for 21 days from the onset of coughing.
Worms	Exclude if loose bowel motions present.

### Custody Orders/ Parenting Programs or Arrangements

Please ensure where custody arrangements, parenting programs, or other legal arrangements are in place, the service has any required documentation to support this. It is adamant to every child's safety and wellbeing that we ensure we follow any legally binding agreements particularly in relation to allowing collection from authorised parties only.

### Managing High Temperatures

On enrolment, parents are requested to consent to the administration of child paracetamol to their child should it be needed. This will only be administered once in the case of a child's temperature reaching 38 degrees or higher. In this case the child's parent or emergency contact will be called to pick up. Educators will administer paracetamol if parents/guardian have completed the written permission on enrolment. Parents will then be required to acknowledge the medication form that will be uploaded to Storypark manage upon picking up their child.

### Medication

For children who are under medication, these can be administered at the Service, but only under the following conditions;

- Medications must be in the original bottle, labelled showing the expiry date (no medication will be given after the expiry date) and or date of dispensing and prescribing Doctor's name.
- Medications must show the name of the child for whom the medication is being given.
- Dosages will be given strictly in accordance with the labelled directions.
- Medications will only be given if the parents have filled in and signed the Medication Administration Form (this is located in the each room please see staff).
- Medications must be handed to an employee to then be place in our allocated

medication boxes and NEVER left in a child's bag or within reach of children.

- When a child is starting antibiotics, it is expected to keep your child at home for the first 24 hours.
- The Service cannot administer over the counter medicines unless accompanied by a letter from your Doctor or in accordance with a medical management plan.  
(Refer to our Medical Conditions Policy, available on the service website or foyer for further information)

### **Allergies**

Parents of children who have allergies are required to complete the appropriate section in the enrolment process. Parents must supply information outlining the allergic reaction and the emergency procedures to be taken in case of an accidental exposure to the allergen. A thorough Medical Conditions Management Plan is to be completed in collaboration with the service and attending medical professional/s to ensure all required information is given. If any special treatments or medications are required the parents must provide these to the service at the time of enrolment. Adequate and up to date supplies must be maintained at the Service at all times.

### **Sun Protection**

The Service supplies minimum protection SPF 50+ sunscreen, however parents are asked to apply sunscreen to their children every morning and staff will reapply at appropriate times. Your child will be provided with an appropriate broad brimmed sunhat on and will stay at the service and will be washed weekly.

### **Incidents and Accidents**

Whilst every care is taken to protect children at all times, accidents can happen. In the event of a minor injury first aid is applied by qualified employees, the child is comforted and the accident is recorded on an Incident, Injury and Trauma record for you to co-sign on collection. When you collect your child you will be notified of the event. In the event of a major injury, the Service will seek immediate medical assistance from the local doctor and/ or ambulance Service. Parents will be contacted as soon as reasonably possible. If parents cannot be contacted emergency contacts/ authorised nominees will be notified and every effort will be made to contact parents as soon as reasonably possible.

### **Emergency Procedures**

The service has effective emergency management policies and procedure in place to ensure in the event of an emergency the service, employees and children are well prepared. The service has emergency equipment which is regularly maintained and conducts fire and other emergency situation drills at least quarterly to ensure children and employees are familiar with processes. Emergency evacuation plans are developed and reviewed by external specialists and located in each environment.

### **Child Protection**

As early education and care professionals, our team are mandatory reporters and have the responsibility to ensure the safety, wellbeing and welfare of our children and their families. In the event, the service/ individual employees suspects a child is at risk of significant harm, our child protection procedures will be followed. Further information may be found in the services Child Protection Policy on our website or in the foyer. Under Chapter 16A, government agencies and non-government organisations- NGOs (ACELP related) who are prescribed bodies to exchange information that relates to a child's or young person's safety, welfare or wellbeing, whether or not the child or young person is known to Community Services, and whether or not the child or young person consents to the information exchange has been made legislation, ensuring interagency cooperation and the provision of services to best help a child or family.

## **Communicating with the Director, Employees and Management Committee**

Communication is the key to successful partnerships, so every effort is made to keep you informed about your child and their progress. As well as chatting with you informally, we offer these means of communication;

Regular communication is on Storypark on upcoming events or important notices are sent to all families. A pocket for each child in the hallway which will include all written communication intended for you. Please check your pocket daily.

Noticeboards and daybooks located in the foyer.

If you would like issues raised with the Management Committee, there is a 'mail box; located in the foyer under the front desk where you can drop off written comments or queries you have. We also have the attached Support and Management structures to help with your point of contact for any service requirements or communication. The Management Committee will endeavour to respond to your question in a timely manner.

## **Grievances**

All Grievances including written and verbal complaints will be taken seriously and effectively managed as per the Service's Parental Interaction and Grievance policy.

A grievance /complaint pertaining to any aspect of the Service's operations or an allegation that the safety, health or wellbeing of a child attending the service has been compromised will be documented in written format and the regulatory authority will be notified.

See attached a copy of our support structure for service communications.

Please review the Service's Parental Interaction and Grievance policy accessible on the service website or located in the foyer for more information.

# CURRICULUM

## Curriculum Planning

Cuddlepie's Curriculum Planning Cycle has been created in conjunction with the stakeholders of the centre; this being the children, educators, families, committee members and our local community. This reflects the service Vision, Mission and our Values, the Early Years Learning Framework (EYLF) and National Quality Framework and Standards (NQF, NQS).

Our Curriculum Planning Cycle is influenced by an integrated curriculum (EYLF) and is designed to further continue the children's ongoing learning and development through supporting relationships with families and educators to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our program.

## Early Years Learning Framework Learning (EYLF)

### Learning Outcomes:

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected with and contribute to their world

Outcome 3: Children have a strong sense of wellbeing

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators

Our service uses Storypark and Journals to document the significant learning experiences. This encompasses intentional teaching experiences from educators, requests for children's voices/ cues and family input.

### The documentation we use to support children's learning and development includes:

- Family Contribution– Surveys and other documentation is used to gather information from families to support their child's development and plan for learning that will help children work towards those goals. Families will be able to read their progress as Educators document their learning and upload on to Storypark and/or individual learning journals.
- A Room Program – This journal is used to 'house' the activities offered weekly to the children based on children's interests, family input, further planning plan and other relevant meaningful learning that is being implemented. It is evidence that the planning cycle is being met.
- A daily diary that compiles of photos of Individuals being active in everyday learning activities that are offered to children, this is uploaded to Storypark and located in the foyer .

### Program

- Individual children's journals – We have a strong belief in children's ability to be independent and to have a voice in their learning, these are accessible to them at. These journals will support that belief as children (sometimes alongside educators) can document their views of their learning through artwork, pictures and mark making. This will be a keepsake that can travel from room to room and be worked on by the children as they grow, learn and develop. Completed summative Assessments will also be added to these journals before they are given to families.
- Formative/Summative Assessments – These assessments will be created at the end of the year, The goals will also be assessed against our guided learning framework (EYLF)and early childhood developmental domains. These will be accessible to families via Storypark and child's portfolios.

## Transition to School Programs

Our service is committed to delivering high quality transition to school programs to ensure your child has the best possible start to their formal schooling years. Our service employs an early childhood teacher, to deliver consistent face to face programs.

Research indicates that typical brain growth and development can be negatively impacted where rote learning tasks are used extensively in the early years (Jane Healey- Educational Psychologist, 2015). Our service therefore commits to supporting positive transitions through play and interest-based approaches. Children are exposed to an array of play based individual and



group experiences supporting all areas of our curriculum and designed to support further learning in Kindergarten.

Some experiences may include:

- Lunch box weeks
- Early literacy experiences such as encouraging children to 'sign in' by writing their name on their own sign in and out sheets, memory recognition games.
- We also provide end of year "Transition to School Statements" which includes a variety of information, designed to ensure the child's kindergarten teacher has a holistic picture of your child and can better plan for their transition. While this document is not compulsory, our service feels that it is an important tool to assist a more effective transition.

## **PREPARING FOR YOUR CHILD'S START AT CUDDLEPIE**

### **What to wear**

Please dress your child in "play" clothes which allows them to easily engage in a variety of games and activities. Clothes should be comfortable, appropriate to the weather and it should not matter if they get wet or dirty. We encourage children to develop self-help skills and independence. This means dressing and undressing themselves (in part). Think carefully about what you dress your child in. Avoid jeans with zippers, overalls and complicated clothing of any sort. Pull on shorts, tracksuit pants and shoes with Velcro are all easier to put on. Please label all clothes with your child's full name. The service also does not allow children to wear amber beads or any other beaded necklaces. Please ensure these are removed prior to attendance.

### **What to bring to the Service**

Please supply the following for your child each day of attendance at Cuddlepie

- A LABELLED "school bag" or similar to hold all of their belongings, changes of clothes etc.
- Lots of LABELLED spare clothes- each child should have at least two sets of spare clothes each day and a number of sets of underpants. According to the weather you may need a LABELLED jumper/ cardigan. All socks and shoes should also be labelled.).
- When your child starts toileting, LABELLED "Training Pants" - enough for the stay at the Service. In addition, babies and toddlers will also need;
- A LABELLED blanket or rug for rest time (cot size is ideal) or a lighter cover in hot weather.
- A LABELLED fitted cot sheet/ top sheet and pillow (optional for children over 2 years)
- LABELLED on each nappy in permanent marker or legible pen. Wipes will be provided by the service.
- Bottles- please supply LABELLED empty bottles for water/ milk if your child does not drink from a cup. We supply sipper and toddler cups.
- Milk formula- Please supply Tin that has LABELLING to correct amounts are portioned.
- Breast feeding is supported within our service. We have facilities available if you wish to attend the service to feed your baby or alternatively we can use your expressed milk.
- Security objects. Please supply LABELLED objects your child uses at home e.g. dummies, blankets etc as it helps to settle them at the Service.

### **What not to bring to the Service**

Please ensure that the following items are not brought into the Service.

These include; money, valuable items of any sort, toys (except for security), books, party clothes or special items of clothing, food of any sort and jewellery. Employees cannot take responsibility for items that require special care.

## **THE FIRST DAY**

Young children are very intelligent and sensitive - if they suspect you are uneasy they will be too. Here are some tips that may help settle those first day anxieties.

- Try and spend a little time with your child before leaving, even if it means an earlier than usual start.
- When you are ready to leave, say goodbye with a kiss and a hug and then leave. Never sneak away, but avoid dragging out the farewell. Promises to stay just a few more minutes may make

the situation worse. Always reassure your children that you will be back to pick them up at a realistic time e.g. after lunch etc and ensure that you stick to this time in the first few weeks, as they soon develop a "sense" of their pick up time.

- Telephone the service when you get to work/ home to see how they are going. Most children settle soon after the parents leave.
- It may take a few weeks for your child to settle in, but once they know the staff and make little friends they will be keen to get to the Service.
- Some parents find that their child settles in easily (the honeymoon period) and then after a few weeks, become upset once the parents go to leave. This is quite normal and common.
- Day books, Storypark Communication platform and other routine record information sheets keep you informed about your child's day, including what they have eaten and whether your child has slept. The educators will also be able to tell you more information about their day.

### Settling in

Early Learning settings are an exciting and thrilling experience for your child. It is also likely to cause anxiety and stress. Separation distress occurs when a child feels upset and can become visibly distressed when they are separating from a parent or caregiver. Building positive relationships with other adults allows the child to still feel safe even when they have to separate from their parents/carers. The visible distress can still be present even if the child feels safe and secure.

Parents need to recognise both these factors when deciding to enrol their child at the Service. Here are some strategies that many help make the experience a positive and happy one for your child.

1. Ensure that your child has the opportunity to become familiar with the service. Children rely on routine and familiar situations in order to develop a sense of trust. Before your child starts talk to them about the idea of starting at the Service. Drive past the Service from time to time and give the Service a name e.g Cuddlepie or "little school". If possible, visit the Service before your child starts to familiarise them with the environment, educators and other children. Our team will offer arrangements for orientation visits on several occasions to support their positive transition into our environments.
2. Ensure that your child has made a positive connection to their educators. Strong, supportive and reciprocal relationships allow the child to feel safe in unfamiliar or upsetting situations and will decrease the overall and length of distress that may occur.
3. Recognise and Respond appropriately to your child's emotions. What your child is feeling is real, they are displaying their emotions to tell you something, it is best to recognise what that emotion is, name it for them, and respond to it calmly and reassure them that they are safe, looked after and that you will return later.
4. Have a smooth transition from parent to educator. This does not mean it has to be tear free, smooth transitions are simply when the educator and parent are able to communicate positively, pass the child over to the educator and everybody can say goodbye. Try and make this form of goodbye consistent and happen every time you separate to allow the child to feel the routine and predictability of drop offs. This predictability helps the child feel in control, safe and protected. Don't lie or make promises you can't keep e.g. "Daddy/ mummy will be back in a minute". Avoid bribes e.g. "if you are a good boy/ girl you will get..."
5. Always say goodbye no matter how distressing. It can be very hard saying goodbye to your child when they are in tears. However, it is very important that you do still say goodbye as this builds trust between you and your child. Your child relies on you to be there when they need you, if you sneak away when they seem happy to avoid upsetting them, this builds mistrust and in turn creates separation distress after you have left. This can also leave the child feeling that they can't let you out of their sight or you will leave them unexpectedly. When you say goodbye through a smooth transition the child is able to understand that their educator will be caring for them while you are gone and even if they are sad, they are safe and protected.

6. Discuss what is going to happen at home. Prepare them for what they will experience the next day, talk about their friends, their favourite activities, what times you will be able to pick them up. This allows time for your child to process what will occur the next day. They are able to build coping mechanisms to help them when the separation does occur, as they have had time to think about the positive things that will happen during the day for longer than they have about the separation. It also positively adds to the predictability of their routine as explained previously.

7. Transitional objects. Having a cuddle toy or photo or another special item that your child holds dear to help them to transition can be a wonderfully positive thing. The child is able to seek comfort in the familiar item which allows their stress levels to decrease. Transitional objects do not last forever, and as children become more familiar in their environment they tend to leave them behind as they play. However, having a transitional object if your child shows signs of distress can be a positive aid to help them develop coping mechanisms for the distress in their own time. Some parents find it useful to leave something of theirs with the child e.g. a scarf, handkerchief, towel etc as this can often let children feel a sense of comfort in having that 'familiar smell' and too that they will know their parents will return.

### **SUPPORT STRUCTURE**

It is the aim of the service to ensure all stakeholders' concerns, grievances, suggestions and feedback are consistently addressed, therefore we have provided the below management structure for your convenience.

Point of contacts in relation to:

#### **Children; i.e. routines, information**

1. Your child's Educator

At the service personally or on 02 65534062

2. The Service Director/ Nominated Supervisor

At the service personally, at [joanna.hartley@cuddlepie.nsw.edu.au](mailto:joanna.hartley@cuddlepie.nsw.edu.au) or on 02 65534062

3. The Management Committee

At the service personally (by appointment)

#### **Administration, i.e. fees, forms, administrative updates**

1. Administration Officer

At the service personally, at [erin.pereira@cuddlepie.nsw.edu.au](mailto:erin.pereira@cuddlepie.nsw.edu.au)

or on 65534062

2. The Service Director/ Nominated Supervisor

At the service personally, at [joanna.hartley@cuddlepie.nsw.edu.au](mailto:joanna.hartley@cuddlepie.nsw.edu.au) or on 02 65534062)

#### **Service Operations; i.e. Policies, events**

1. The Service Director/ Nominated Supervisor

At the service personally, [joanna.hartley@cuddlepie.nsw.edu.au](mailto:joanna.hartley@cuddlepie.nsw.edu.au) or 65534062

2. The Management Committee

At the service personally (by appointment)

#### **Grievances/ Concerns/ Complaints**

1. The Service Director/ Nominated Supervisor

At the service personally, or at [joanna.hartley@cuddlepie.nsw.edu.au](mailto:joanna.hartley@cuddlepie.nsw.edu.au) or on 02 65534062

2. The Management Committee-

At the service personally (by appointment)

## ENROLMENT CHECKLIST

### Enrolment information

Your completed Child Enrolment Form via Storypark Manage.

Provided or uploaded a copy of your Child's Birth Certificate.

Provided or uploaded a copy of your child's Medicare Immunisation History Statement. (The service cannot accept a Blue book photocopy or letter from a medical practitioner as per legislation.)

Any legal provision for custody/ access of children. (Where a natural parent is denied access by the enrolling parent, such documentary evidence is needed by the Centre).

Emergency contact details for your child. These should be people well known to the child and willing to act on your behalf if required. They will only ever be contacted in emergencies when all efforts to contact the parent have been unsuccessful.

Information related to your child's allergies and if necessary adequate supplies of all medications needed to treat.

### Fees

- Bond Payment \$200 on enrolment
- Enrolment fee \$20 on enrolment
- Direct debit information for your fees to be paid
- General Association fee- \$2.20
- Annual Building Levy- Voluntary \$25.00 (November)
- Annual Equipment Levy Voluntary- \$25.00 (November)

### Prepared your child's belongings

- Labelled all clothing, including nappies, underwear, socks and shoes.
- Provided adequate sets of clothing
- Milk formula etc if your child still requires these.

**ENROLMENT and ORIENTATION FEEDBACK**

Name (optional) \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Overall how would you rate the orientation? (Please tick)

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very Dissatisfied

**STATEMENT - YES/NO, SOMEWHAT, N/A**

Did you find the service website useful and user friendly?

Was your initial centre tour informative? (covered all aspects you expected) -

Did the service arrange for you and your child to attend the Service to visit and meet the Educators, and familiarise with the environment?

Were you offered an orientation to familiarise you and your child/ren and activities?

Did the Educators offer your child to participate in the activities if they so desired?

Were the daily routine and curriculum, discussed, as well as any special requirements for your child?

Were you encouraged to send any special comfort items (teddy etc) to help your child in the initial settling in period?

Were you invited to ring and check on your child at anytime?

Did Educators explain the importance of labelling personal items and also shown the parent library where they can access the Service policies and other resources?

Did the Educators discuss how best to support your child's settling in period?

Did Educators encourage you to say goodbye when dropping off – and reassured that if the child remains distressed over a period of time, that Educators will contact you?

Were you told you will be kept informed about how your child is settling in on collection and are welcome to discuss any aspects/ concerns with the service director at a convenient time?

On enrolment was it explained the modes of payment and methods of communication (storypark, pockets, communication box etc)?

Was the Enrolment process explained and filled in completely with all relevant information about your child?

How did you hear about us?

- Google
- Word of mouth from current family- referral from: \_\_\_\_\_
- My child website
- Employee
- Other: \_\_\_\_\_

What could we improve on?

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What did we do well?

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Do you have any other suggestions, comments or questions?

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Thank you for your time

From the Cuddlepie Team