



Flutterbys

A Community for all

FAMILY HANDBOOK

All-inclusive Development Centre for children aged
6 Weeks - School Age

7:00 am to 7:00pm

Cnr Albany Creek & Bangalow Road
Bridgeman Downs 4035

CENTRE PHILOSOPHY

Children

We, at Flutterbys Early Development Centre, believe that the first five years in a child's life are the most crucial for laying the foundation for future development. We respect that childhood is a journey of discovery and exploration, whilst also being a time to learn and experiment about life and the world.

Children learn through their experiences with play and provided intentional learning experiences, self-independence, social interactions, and imitating others. We feel children have a right to be active participants in their own learning and must be empowered to express their views and ideas. Therefore, the environment which we aim to provide, will stimulate their curiosity, provide independence, and expose children to a strong emphasis on demonstration and role modelling. As we implement the Early Years Learning Framework (EYLF) we will work alongside your child to actively promote children's learning through worthwhile and challenging experiences and interactions that foster high-level thinking skills.

We believe that all children have the right to equal opportunities regardless of culture, religion, gender, socio-economic backgrounds, special needs, or abilities. We will provide a friendly environment that respects all children and reinforces and extends children's home experiences that encourage the development of their self-concept through inclusive practices.

Families

We acknowledge that family is the most important and influential aspect in the lives of young children. We are committed to provide open two-way communication and continual support to all families, actively seeking involvement and participation; and ensuring a partnership that will further enhance the development of all children. We strive to develop positive, mutually respectful relationships with each family member, as we work in partnership to achieve the best possible outcomes for all. We believe that working in partnerships with families is central to ensuring continuity and progressions in a child's learning, development, and future success. This partnership consists of management, staff, communities, families, and children alike to work together as decision makers across all areas, whilst respecting each family's individual cultures and beliefs.

Educators

Educators at Flutterbys Early Development Centre are viewed as facilitators of children's learning, where learning experiences provided, challenge children's curiosity and thinking. These experiences provide equal opportunities for all the children within the centre. Educators are responsive to all children's strengths, abilities and interests and we will build on these to ensure motivation and engagement in learning.

Ongoing education and training is a critical aspect of educator's professional development. Educators are effective communicators and work collaboratively as a team. In order to engage children actively in learning, educators draw on their professional knowledge, including their 3 Centre Philosophy in-depth knowledge of each child, identify the children's strengths and interests and choose appropriate teaching strategies and design the learning environment accordingly. Educators abide by and implement the Early Childhood Code of Conduct, the Code of Ethics, Education and Care Services National Law and Regulations; and the centre's policies and procedures, whilst using a positive approach to guidance and discipline.

Community

We strive to be seen as a centre of excellence within our community, a centre which values community involvement in all aspects of our program. A centre where community resources are utilised effectively, to enhance the growth and development of individual children, families, and staff.

Programming

As research has proven that children learn through their play experiences, we understand the importance of providing a stimulating curriculum based on interests and emerging interests. We cater for all learning styles, abilities and needs.

The Early Years Learning Framework and our Prepare Curriculum act as the pivotal point for all children's learning. The centre also incorporates The 8 Aboriginal Ways of Learning pedagogical framework into our program, to ensure that children are provided consistent opportunities to engage in Indigenous practices.

Through play and intentional teaching practices, children are provided with learning experiences that will assist them in developing lifelong skills to organise and make sense of their social worlds, as they engage actively with people, objects, and representations.

An early childhood curriculum means all the interactions, experiences, activities, routines, and events- planned and unplanned, that occur in an environment, are designed to foster children's learning and development.

The environment, curriculum and objectives are systematically evaluated to ensure that they are child centred, based on individual and group needs that are developmentally and culturally appropriate. Programming involves a team approach, where all staff and parents provide input into the overall growth and holistic development of a child.

Sustainability

Educators and management will ensure the environment is safe, clean, and well-maintained at all times to provide a pleasant learning environment during the children's time at the centre. To foster children's awareness of the environment, we will promote sustainability throughout daily practices, planned weekly experiences, resources and interactions. Educators, children, and families will be encouraged to become advocates for a sustainable future. The centre reflects sustainable practices, 'Green Cleaning' and eco-friendly choices.

BROAD GOALS OF THE CENTRE

The broad aim of our centre is to provide a quality, all-inclusive environment that contains an educational program within a warm and secure setting.

Flutterbys Early Development Centre aims to provide:

- An environment that enhances exploration, discovery, curiosity, positive social interactions, self- confidence, and autonomy.
- Experiences that stimulate learning and understanding of the social and cultural rules by which we live, and values and attitudes that promote sustainability and environmental learning.
- Activities that extend the overall development of the child (physical, cognitive, social/ emotional, language, sleep, rest, good nutrition)
- Healthy relationships that promote love, security and socialization between the children and staff.
- A clean, healthy, hygienic, safe, and secure environment for all children, families and staff.
- A service to parents and the community which reflects their needs and priorities e.g. antibias curriculum, multicultural program and inclusion of all children.
- Quality partnerships between staff and families.
- To provide continual support to all families.
- To provide teaching strategies that include; role modelling, scaffolding, positive behaviour guidance, whilst treating all children equally.
- To provide children with staff that are highly motivated, loving, caring, qualified and who take active steps to further their training



Our Centre Our Community

Flutterbys Early Development Centre is privately owned and our management have over 40 years' experience in running child care centres. It caters for children aged from 6 weeks to SEA (School Entry Age), from various cultures, abilities and backgrounds. The centre is supervised by the Early Childhood Education and Care Department of Education and Training to ensure that all state regulations are kept to standard and has a Nominated Supervisor to endorse further standards.

Hours of Operation
Our opening hours are 7:00am to 7:00pm.

Program

At Flutterbys Early Development Centre we view the child as an independent learner. Our curriculum, together with the Early Years Learning Framework, aims to create an environment that engages, intrigues and supports constructive learning. We study the child's interests and create environments according to these, both inside and outside that immerse children in discovery and learning. Everyday your child will have the opportunity to learn through play as he/she participates in the following activities:

- Construction with a variety of manipulative materials
- Expressing their creative abilities through various resources
- Dramatize and socially interact with others in different dramatic play set-ups
- Enjoy quiet concentration and language learning with books, puzzles and other cognitive resources
- Interact with outdoor activities to develop large muscle control and co-ordination
- Enjoy music and story periods
- Participate in problem-solving and mathematical games using up-to-date digital media and technology
- Environmental learning and sustainability

We record and document each child's interests, interactions and development in an individual portfolio that you keep once they leave. These portfolios are journals of your child's days at Flutterbys and contain photos, samples of work and professional interpretations of your child's progress. You will see that every day, your child has numerous opportunities to learn through play!

What to Bring

Your child will need to bring the following:

- A change of clothes (2 sets of clothing season appropriate and 2 sets of underclothing) this is for mishaps during the day.
- A sunhat is needed for outdoor play. Please ensure that your child's sun hat is either a bucket hat, broad brimmed hat, or a legionnaire hat. No caps please (refer to our sun safety policy).
- As many empty bottles as your child needs for that day.
- Cot sheets and sheet or blanket for sleep time.
- An age appropriate drink bottle.
- Food for children under the age of 6 months

Please ensure all items are clearly labelled with the child's name.

We suggest that children wear comfortable clean clothes that provide free movement for playing. Thongs are not to be worn to ensure the safety of the children. Sunscreen SPF 30+ will be applied to all children twice a day.

All food and drinks are provided to children over 6 months of age. We are a strict nut-free centre, and allow no food from outside to be brought in unless your child is under 6 months of age or due to medical condition.

Children are discouraged from bringing their own toys to the centre, to avoid distress of loss or breakage.



This is a **NUT FREE** centre.
Please help us by ensuring your child does not eat any nut products (such as Peanut Butter) before they attend.

WHAT WE PROVIDE

All Meals

Our meals are prepared by a fully qualified cook that has taken courses in both food handling and nutrition.

The children receive 4 meals a day:

- 9:30am Morning Tea (Senior Kindergarten and Pre-Prep) 9:15am (Nursery and Toddlers)
- 11:30am Lunch nutritional meal (hot or cold) 11.45am (Senior Kindergarten and Pre-Prep)
- 3:00pm Afternoon Tea (Senior Kindergarten and Pre- Prep) 2:45pm (Nursery and Toddlers)
- 5:00pm Light snack

All meals are prepared according to the Long Day Care Recommended Daily Nutritional Checklist. Water will be offered at regular intervals and all meal times. Milk will not be supplied however if you provide milk it must be in the form of powder ie Formula or Powdered Milk.

** Meals are not provided to children under 6 months of age**

Nappies

We provide all nappies and wipes for your children.

GENERAL INFORMATION

Parent and Staff Communication

- There is large selection of free pamphlets, magazines, and helpful information in the foyer. Information in books and folders can be borrowed or photocopied, please ask staff about this.
- We urge parents to read all information on the Notice Boards and around the foyer.
- There is a Centre Policy folder in the foyer for families to read through and comment on.
- Staff will communicate with families through a parent information board, monthly newsletter in regards to upcoming events, keep an eye open.
- New staff, students and trainees will be introduced to families through a page with a photo and a written introduction and will be posted in the foyer or on the child's room entrance doors.
- Newsletters or notes to parents will be sent to your nominated email address.
- Regular meetings with parents are scheduled throughout the year, we appreciate parent's attendance and input during these meetings.

Late Arrival Fee Policy

As we are only licensed until 7:00pm, if you pick up your child after this time, you will be charged \$15 within the first 10 minutes and \$1 every minute there after.



GENERAL INFORMATION

Fees can only be paid by direct debit. Please ensure you complete a direct debit request form when enrolling. Our fees are subject to periodic review; however two weeks' notice will be given to parents of any changes (please also read "Payment of Fees Policy").

All government Child Care Subsidy is provided by the Department of Human Services, which also determines the number of days for service available to the family. When receiving the Child Care Subsidy, you are responsible for keeping the Australian Government and the centre up to date when circumstances change, e.g. changed address, marital status, bank account, etc. Here is a checklist of responsibilities as stated by the Department of Community Services and Indigenous Affairs:

- **Sign attendance records daily** (sign in and out sheets), to show when your child starts care (time in) and finishes care (time out).
- Inform each child care service you are using when you have used your maximum of 42 absence days
- Provide your child care service with documents where necessary for:
 - Days your child is absent from care
 - An increase in the number of maximum hours you can get paid
 - Special Child Care Benefit
 - Updated immunisation information

For more information visit www.humanservices.gov.au or contact the Centrelink on Ph: 136 150.

You must also inform us if you have another child attending another centre so we can apply the Child Care Subsidy that applies to more than one child. This is for the benefit of the parent, as it will reduce the fees.

Priority of Access

The Australian Government has determined guidelines for allocating places for those families with the greatest need for child care support. They set out the following three levels of priority, which child care services must follow when filling vacant places:

- Priority 1 – a child at risk of serious abuse, or neglect.
- Priority 2 – a child of a parent or parents who attends work or training or study.
- Priority 3 – any other child.

A child who is a "Priority 3" may be asked to leave, change or reduce the number of days if a place is needed for a higher priority child. Parents will be given at least two weeks' notice if this occurs.

Child Protection Policy

All staff working with children are Mandatory Reporters. This means that by law, if they have observations that may indicate that the child is at "risk of harm" they must report it to the appropriate authorities. Please refer to our Child Protection Policy in the Family Policy Folder, located in the foyer.

Closing Dates

The centre will be closed only on Queensland Public Holidays (dates will be notified accordingly).

Orientation

Our centre provides an orientation program for all new children and families to reassure and familiarise them to staff, routines, activities, procedures and to exchange information.

The orientation period is not time limited, as all children are different. Parents must remain with their children during the orientation period. However, may leave the room for short periods if child is settled and have a cup of coffee in the office or read further policies, etc. The orientation period is completely free of charge.

GENERAL INFORMATION

Signing in and out

All children must be brought to and from the centre by either a parent, or a responsible adult known to the staff. You must ensure that you sign in your child. Please note, only a person over the age of 18 is permitted to sign this document. If there are any changes to the person who collects or drops off your child, you need to notify staff immediately, staff will then ask the visitor to show some form of ID, and a copy of the ID will be kept in case they pick up the child in the future.

Children must be brought into the classroom or taken to the group and greeted by staff before the adult leaves. Do not leave children at the door or in the foyer. The daily attendance sheet must be signed every time you drop off or pick up your child.

Absences

The Department of Human Services allows children to be absent for 42 days per financial year (including Public Holidays) for any reason. When these days have been used, full fees will apply, as Centrelink will stop paying any absent days until the new financial year starts.

Your child can be absent after the 42 days, for the following reasons: sickness (with medical certificate), Rostered Days Off, rotating shift work or court order (e.g. shared custody) etc. However approved documentation must be presented for some of these instances. Fees must be paid for all absent days.

Sickness Policy

When your child is sick or not feeling well it is important that parents attend to his or her wellbeing immediately. It is best for the child to see a doctor and stay at home in the care of a parent.

Children who are sick are not allowed to attend or remain in the centre as this could jeopardise their health and other children's health. This may include heavy cold, allergies, or possible infectious diseases. A doctor's clearance certificate will be required to bring the child back to the centre when he/she gets better.

If your child is at the centre and is not feeling well, the parents will be called to pick the child up as soon as possible. If the child develops a temperature of 38.0°C or more, Paracetamol will be administered to the child after the parent has given verbal permission.

We can only administer your child prescribed medicine if directed by your doctor; a label needs to be stating the dose and procedure for administering the medicine. Un-prescribed medication can only be administered if we have received written permission from your health care professional stating the reason, dosage, time etc. The parent must sign the medication form correctly before staff can administer medication. Please ask staff for this form, it is located in each classroom. It is vital that you NEVER leave medicine in your child's bag as these are in children's reach. Please hand them to staff and they will place them in locked containers. When collecting your child, please ensure that the medicine was administered and ask for your child's medication to take it back home.

The staff have the right, if necessary, to seek for medical advice, assistance, or call an ambulance in the event of sickness or injury. Every precaution is taken to prevent accidents, but no responsibility can be taken.



POLICIES AND PROCEDURES

Payment of fees policy

Fees are to be paid weekly from the starting date booked until the last day booked which should be notified by the parent with two weeks' notice to the centre and the child should attend the centre for the last two weeks given as notice. Fees are to be paid for absent days, sick days, all booked days that fall on public holidays, child's holidays or as the position of the child is still booked and no notice of leaving the centre has been given. Days or weeks not covered by Child Care Subsidy will be charged at full fees price.

All fees must be paid through direct debit. A direct debit form should be filled out and handed in with the completed enrolment form. Our fees are subject to periodic review; however two weeks' notice will be given.

Fees cover all the child needs e.g.: meals, nappies, and resources used by the child.

Government assistance is available through the Department of Human Services, which also determines the number of days for service available to the family. Parents must contact Centrelink prior to child's commencement date to apply for Child Care Subsidy. Full fees will be charged until a notification of your assessment has been received from the Department of Human Services, and then fees will be adjusted accordingly.

A statement will be issued every week. This will include child's full name, date of care, date of payment, amount, etc. This complies with the government child care scheme.

Two weeks' notice must be given in writing when withdrawing your child from the centre; otherwise two weeks full fees will be charged. Also, two weeks' notice must be given if you wish to reduce the number of days your child attends the centre. The centre is open all year, including school holidays but will be closed on public holidays.

Complaints and Grievances Procedures

The staff at Flutterbys Early Development Centre welcome and encourage family comments in the running of the centre. If families have any concerns or complaints they wish to communicate with the centre, a simple procedure must be followed:

- Speak with your child's Educator. An arrangement will be made for a staff member to meet the parent avoiding distractions and interruptions, to deal with the problem more professionally.
- If the parent is not satisfied with the outcome of this discussion, please fill out a Complaints / Grievance Form and email or hand to Office Manager and a time will be arranged to speak with the licensee.

If parents feel the complaint has still not been satisfied, contact the Department of Education & Communities Services on 1800 619 113 or edecd@det.nsw.edu.au.

Exclusion Policy for Children & Staff

- The recommended exclusion period is based on the time that a person with a specific disease or condition might be infectious to others.
- Recommended non-exclusion means there is not a significant risk of infection to others. A child/member of staff who is not excluded may still need to stay at home because they do not feel well.
- We understand that a minimum exclusion period may be difficult for some parents; however these are required to ensure the safety and health of all children in our centre.
- Parents will be asked to reacquaint themselves with this policy at least twice a year.
- In the event of an outbreak of an immunisable disease, all non- immunised children must be excluded from the centre until written clearance is provided by a health care professional maintaining the outbreak is no longer infectious to others

For a detailed description of the current recommended exclusion periods please see: <http://www.nhmrc.gov.au/guidelines/publications/exclusion>

*"Belonging, Being and
Becoming"*



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