



KARRI KIDS CHILDCARE

PARENT HANDBOOK

Karri Kids Childcare is a licensed long day care service, managed by the Northcliffe Family Centre Inc. Parent representatives form part of the centre management committee. All parents are encouraged to participate in meetings, provide feedback and discuss any aspects of the service with our senior carers, parent representatives or the Centre Manager. The Centre aims to reflect the local community by encouraging participation and discussion about all issues relevant to the running of this service.

Early Childhood Teacher/
Diploma Qualified Educator: Alison Kelsall
Clare Sebire

Educators: Kate O'Donnell

Parent Representative: Kristy Lee Blazseka

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License Number: 4072
Childcare Licensing and Standards Unit
1st Floor, 111 Wellington Street
PERTH WA
Phone: 1800 199 383



Philosophy

Karri Kids Child Care aims to provide a caring and supportive environment and establish a sense of belonging, for all who use our service.

Everyone will be enabled to feel unique and valued through acceptance and respect for diversity.

Our program will reflect children's own interests and strengths in order to encourage meaningful learning experiences. Children will be actively engaged in their own learning and decision making.

Families are valued and encouraged to contribute to our programmes.

We believe children learn through hands on play-based activity. A balance of child and educator initiated experiences will be offered.

Children will have the time and freedom to play alone or in groups throughout the day.

Communication and social skills will be continually modeled and encouraged.

Activities, transitions and routines will assist in developing independence and self confidence.

Both indoor and outdoor environments will be used to stimulate and challenge growth and development in all domains.



OUR GOALS

- To create a secure, caring and happy environment.
- To respect the rights of individuals and offer inclusion for all.
- To cater to children's individual needs and allow them to grow and develop at their own pace.
- To provide a programme that embraces the principles and practices of the Early Years Learning Framework.
 - To record and report information to families regarding children's learning and wellbeing.
 - To be committed to continual improvement.
 - To maintain the highest standards of supervision, safety and hygiene.
 - To provide and maintain suitable clean premises and equipment for children.
 - To keep fees to a minimum so all families have access to the service while also ensuring the service is financially sustainable and viable.



OPENING HOURS

We are open 8:00 am – 5:00 pm Tuesday and Friday (except public holidays), We are licensed to be running on Thursday and hope to have this available ASAP. Karri Kids is closed for approximately three weeks over the Christmas/New Year period.

FEES

We aim to keep the service as affordable as possible. Please talk to one of our friendly staff about the current fee structure and rates.

Childcare benefit is available to families and can substantially reduce the cost of care. You will need to contact the Family Assistance Office on 136150 between 8am and 8pm Mon – Fri to obtain a subsidy, or alternatively you may choose to pay full fees and claim your benefit at the end of the tax year. Our reference number is 407 229 700S.

Further funding may be available if you are studying, training or experiencing financial difficulty or hardship. Please speak with the manager for further details or contact the Family Assistance Office.

BOOKINGS

Permanent Booking – This is a constant booking that never changes. It is secured for your child unless you inform us otherwise by giving two weeks notice in writing.

Casual Booking- This is only if your child is not attending regularly. There are no guarantees your child will be able to attend as it depends on staff to child ratios on the day you wish to book them in. If you casually book in, you will still be charged for cancellations if you do not give 2 weeks notice in writing. This is because we require notice to inform our staff if they are rostered.

Half days – The morning session is from 8.00am to 12.30pm. The afternoon session is from 12.30pm– 5.00pm.

After School Care- The children will be picked up from the school at 3:05pm and the afterschool care programme runs until close of business at 5.00pm.



CANCELLATIONS

Holidays- You will not be charged when you are on holidays as long as you provide the service with 2 weeks notice in writing. This must specify the dates your child will be away and when they will return. If you fail to do so, you will be charged full fees for the period your child was not attending.

Public Holidays- Normal fees will be applied for public holidays.

Sick days- If your child is absent due to illness, you will still be charged your usual daily fee.

Swap days- If you need to swap days we will try and accommodate you where possible. You can only swap days within the same week and it will depend on availability.

End of Care- Two weeks notice in writing is required for cessation of care, or you will be charged for the shortfall in notice.

PAYMENTS

Invoices will be sent to you via post each month. We do ask that you pay the account in full within 14 days after you receive the invoice. Our payment options are cash, cheques and EFT (account details are provided on the invoice). If you are unable to pay on time, or are experience financial hardship, please contact the Centre as soon as possible to discuss your circumstances.

LATE FEE

A late fee of \$1 per minute will be charged to any family who does not pick up their child at the nominated time (12:30pm for a morning session or 5:00pm for an afternoon or full day session). We encourage families to let us know if there are extenuating circumstances.

ENROLMENT FORMS

All parents must complete an enrolment form. You will be required to bring along your child's birth certificate and immunisation details. Please discuss any special needs at this time. Please ask to update your enrolment form details as soon as changes happen, including immunisation updates, change of family circumstance, contact details and emergency contacts.

Children will only be released to authorised persons included on your enrolment form of contact phone numbers etc. You must inform us in writing if someone else is to collect your child. All Enrolment forms must be returned with the signed consent form and declaration which we have included with this handbook.



SIGNING IN AND OUT

Children must be signed in and out by a parent or guardian each day. This person must be over 18 years of age. If the nominated person has not met the staff prior to picking up your child staff will ask to view photo ID. Please use the front entrance.

COMMUNICATION

Parents are encouraged to provide any out of the ordinary information about their child e.g. woke early, did not eat breakfast, upset about something. You can provide your own personal communication book in your child's bag if you wish. This may be easier if you don't have time to communicate these things verbally or someone else is regularly dropping off your child.

NOTICE BOARD

Please make the time to regularly check our notice board. We will keep this up to date with information, photos and our program of what we have been doing. We will be asking for your input to changes and reviewing of policies. Our comments box is located under the notice board and is there for your feedback.

PROGRAMME

Developmentally appropriate programmes will be implemented each session. These will offer a variety of experiences to suit the needs and interests of your child. Spontaneous activities form a large part of the day. Programmes are displayed daily – refer to these at the end of the day to see what has emerged.

SETTLING YOUR CHILD

If your child is not familiar with being left with others it may be necessary to settle your child. Let them know you are going and will return for them later. Spend as much time as you need. Feel comfortable yourself – as your child will pick up on your feelings. Always say goodbye. Please feel free to ring us to see how your child has settled in. You are welcome to visit the Centre at any time. We encourage you to talk with the carers about the settling in process.

BEHAVIOUR MANAGEMENT

Children will be respected as individuals. Appropriate behavioral management using positive guidance and redirection procedures will be implemented according to the child's age and developmental level.



CLOTHING

Some of our learning experiences are messy. Please send your child in appropriate play clothes. A broad brimmed hat is needed for outdoor activities. Please include spare clothes in a named bag. Send bathers and a towel during hot weather. Your child will also need to bring a helmet to ride bikes or scooters at the Centre.

FOOD AND DRINK

Please send along fresh or dried fruit, plain crackers, vegetables or other healthy food for shared snack times, and also provide a healthy lunch. To avoid problems please do not send any junk food. Label all lunch boxes and drink bottles. As morning and afternoon teas are shared try and avoid food additives 621/635. We do like to include cooking activities and often prepare 'gourmet' delights for morning/afternoon teas and even do some cooking for lunch.

BOTTLES AND FORMULA

Infants requiring bottles must be sent with enough prepared bottles for the day. Please provide staff with feeding details. Bottles should be clearly marked with child's name.

ILLNESS

Unwell children cannot be accepted into care. Should your child fall ill whilst in care, staff will attempt to contact you or your nominated emergency contact to come and collect your child.

IMMUNISATION

Parents should immunise their child against all diseases appropriate to their child's age. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines, even if their child is well.

NAPPIES

If your child is still in nappies please provide nappies and baby wipes daily. If you are using cloth nappies, please provide a sealed bucket or plastic bag for us to return soiled nappies.



TOILET TRAINING

For children currently toilet training please discuss your child's needs with staff. Do not feel you have to put your child back in nappies whilst in care— this will only confuse your child. Staff are experienced in toilet training children.

SUN PROTECTION

Karri Kids has a sun protection policy. Children are allowed to play outside during low UV hours with adequate sun protection. We have standard SPF 30+ Sunscreen at the Centre that will be applied to your child. If you have other sun protection requirements please inform staff in writing on your enrolment forms.

ACCIDENTS

Should any serious accident or illness occur, appropriate emergency action will be taken and parents will be contacted immediately if available. An accident and incident report will be completed and signed by parents in the event of an injury.

MEDICATION

If medication is to be administered by staff, parents will be required to complete an authorisation form, which are located in the sign in file. All medications must be in their original container and prescription medication must have the child's name on them.

STAFFING

Staff ratios will be maintained to meet licensing requirements at all times. All staff are required to obtain a Working With Children check. At least one staff member will hold a current senior first aid qualification.

COMPLAINTS

We aim to provide a quality child care service. Any concerns raised by parents can be discussed with the Senior Educator, The Karri Kids Board Representative, or the Centre manager. A copy of our grievance policy and written complaint form is provided upon enrolment, and both are available from the office. All other policies are available upon request.



SUMMARY OF WHAT YOU NEED TO BRING

Each Day – PLEASE ENSURE ALL ITEMS ARE LABELLED.

- Fruit for morning/afternoon tea or substitute dried fruits, plain crackers, vegetables (healthy stuff)
- Broad brimmed hat
- Helmet
- Comfort items
- Several sets of spare clothes (including socks)
- Packed lunch in named box.
- Water bottle
- Dummies (if needed)
- Nappies and wipes (if needed)
- Prepared bottles (if needed)

On enrolment

- Completed enrolment form
- Birth Certificate
- Immunisation details

HOW YOU CAN BECOME INVOLVED

- Spread the word about the service.
- Keep in touch with staff on matters concerning your child's care and well being.
 - Take an active interest in the Centre activities.
 - Assist with parent support where required.
- Assist with participation in social and fundraising activities.
 - Participate in Centre busy bees.
- Collect materials e.g. fabric scraps, boxes, reusable materials.
- Nominate for election to the Centre board of management by becoming a parent representative.