



KIDS HAVEN EARLY LEARNING CENTRE

**193 Ocean Drive
Kew**

**Phone - 02 6559 4244
Mobile - 0490382946**

**CATERING FOR 46 CHILDREN
AGED 6 WEEKS TO 12 YEARS
52 WEEKS PER YEAR
MONDAY - FRIDAY
7:30am - 6:30pm
or
9am – 3pm**

PARENT INFORMATION BOOKLET

Dear Parent/Guardian,

Thank you for considering Kids Haven Early Learning Centre for your Child's Early Educational needs.

At Kids Haven Early Learning Centre we strive to provide quality child care and Education within a supportive, nurturing and stimulating environment.

We are a small long day care centre licensed for 46 children a day. We have 4 age groups:

- 0-2 years - Discoverers
- 2-3 years - Adventurers
- 3-4 years - Investigators
- 4-5 years - Pioneers
- 5-12 years – Navigators Before and After school care and Vacation Care

Several of our centre policies are included in this information booklet for your perusal.

Please do not hesitate to call us if you have any questions. We look forward to working in partnership with you and your family during this year.

Cherrie Seale
Nominated Supervisor

Kids Haven Early Learning Centre Positive Ways to Help Settle Your Child into Kids Haven...

It is not unusual for children to cry when their parents leave them in care for the first few weeks. Settling in time is different for all children. Below are some vital tips to help your child settle into pre-school life.

- Take your child to staff in the morning and say hello.
- Have your child put their bag in their locker (2-6 years).
- Take a few minutes to show your child around and for them to choose an activity to play at.
- When your child is playing well, tell them you must leave but you will be back in the afternoon to pick them up.
- Smile (even though you may feel like crying yourself) and confidently give your child a hug and a kiss, say goodbye and leave.
- If your child becomes upset, take them to a staff member and say good-bye.
- We will cheer your child up. We will not let them cry all day.
- Telephone the centre at any time to check how your child is doing. Staff will call you if we are unable to settle your child.

NEVER LEAVE WITHOUT SAYING GOODBYE Settling Children Into The Centre

On your child's first day at Kids Haven it is recommended that it be kept to a short day (approx 9am—3pm). This allows children to become familiar with the environment without being overwhelmed. Although this is advisable it is not mandatory. Staff will call families in the event that your child is not settling. We also encourage that you call as many times as you need to ask about your child's day.

If we find that your child has not settled in quickly we will advise that you have another short day to assist with the new environment.



Staff - management

NK Maheshwari:	Owner/ Approved Provider / Director
Cherrie Seale:	Assistant Director – Diploma Children's Services Associate Diploma in Social Science and Tae

Casual Staff Pool

From time to time additional temporary, part time or casual staff may be present at the child care centre . Please introduce yourself to this person and make them familiar with your child.

Hours of Operation

Our centre operates Monday to Friday between the hours of 7.30am and 6:30pm or 9am – 3pm short sessions (except on Public Holidays), for 52 weeks of the year. If your child's enrolled day falls on a public holiday of which the centre is closed you will still be charged.

Remember To Sign in and out on the tablet in the foyer.

On arrival please sign your child in electronically and apply sunscreen provided. On departure please collect all your child's things at the end of the day, including their art/craft work. Your child will not produce something to take home every day, however when they do please treat this with care and interest. Ask them to tell you about it rather than ask "What is it". The experience of art is important at this age, rather than how the finished product looks. Feel free to have a chat with staff about your child's day and then sign your child out electronically before leaving.

What to Bring

These items will depend on what room your child is in, and if they are toilet trained or not.

- Bag with name clearly written.
- Wide brimmed hat with good protection and name clearly written.
- Remember to apply sunscreen before/or on arrival.
- Please send your child in appropriate play clothes, as our daily activities can get quite messy and physical e.g. climbing, riding, painting etc. All children need to feel free and comfortable to participate. Thongs are not acceptable as they are dangerous when children are running and climbing.
- Due to sun safety, we encourage sun smart shirts through the summer time.
- Please pack two changes of clothing (extra if toilet training).
- Bed linen is supplied by Kids Haven
- We supply morning tea only, please pack food for lunch, afternoon tea, and a late afternoon snack if your child will still be at school from 5pm onwards. Afternoon tea is supplied for our enrolled after school care children.
- A drink in a well labelled plastic bottle with water.
- Bottles, Breast Milk, Formula, or Cow Milk. We ask families to write on masking tape and place on the bottle the date the bottle was prepared or expressed.
- As we are encouraging nutritional eating habits please do not send lollies, chips, twisties, chocolate bars, nutella and, for safety reasons please do not send any type of nut, egg or shell fish products.



- The child care centre is very well equipped. Please ensure that your child does not bring any toys, dolls or jewellery as these can easily be lost or broken.

Birthdays

Families are encouraged to provide a birthday cake to share amongst friends. Due to current food preparation regulations, families are required to provide a store-bought individual cupcakes in its original packaging. Staff will provide candles. Please feel free to bring a camera in and we can take photos of your child enjoying their birthday at Kids Haven ELC. We will take photos and also post them on our Facebook page.

Sleeping/ Rest Time

Kids Haven encourages rest time; however, no child is made to sleep if they do not want to. We understand that some families wish for their child not to sleep during the day at preschool. We feel that if your child falls asleep on their own their body must need the rest. We will wake them up at an agreeable time as discussed with you. Those children transitioning to school in the coming year will have the opportunity to participate in school readiness quiet activities in terms 3 and 4.

Sick Children

The centre is not the best place for a sick child. Staff does their best, but they obviously cannot give a sick child the same attention that they would get at home. Should your child become ill while at the centre, you will be contacted and asked to come and collect him/her or to arrange for someone else to collect your child. If parents cannot be contacted, those persons listed on the enrolment form as emergency contacts will be called. If medical or hospital attention is required, it will be sought without delay after trying the above.

Medication

If prescribed medication is to be administered at the centre, authorisation details must be completed in the Medication Administration Form. Non-prescribed medications will not be administered.

Please remember that:

- No prescribed medication will be given without written permission from the Parent/ Guardian.
- No medication prescribed for anyone other than the particular child will be given.
- No prescribed medication, other than in the original container, with the original label instructions will be given.
- Medication should never be left in a child's bag.

Please hand the medication to the staff member on duty.

Immunisation

Under the Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Act 2013, if you wish to enrol your child to use any child care service you must provide adequate documentation from the Australian Childhood Immunisation Register in relation to your child's immunisation.

Adequate documentation includes:

- An Australian Childhood Immunisation Register (ACIR) Immunisation History Statement (that shows the child is up to date) OR
- An Immunisation History Form IMMU13 (that shows the child is on a catch up schedule) OR
- An Immunisation Exemption Form (for conscientious objectors) OR
- Documentation that shows the child has a medical reason not to be vaccinated

Where to Obtain An Immunisation History Statement

- Free call number: 1800 653 809
- Online: www.medicareaustralia.gov.au
- In Person at your local Medicare office, Centrelink office or Child Support Service Centre
- Email: acir@medicareaustralia.gov.au

If there is an outbreak of a vaccine preventable disease, those children who are not fully immunised, or where we do not have a copy of their immunisation history will be required to be kept at home for the duration of the outbreak of the disease.

Infectious Diseases

We strictly abide by the Department of Health Guidelines and staying healthy in childcare 5th edition regarding exclusion durations. The Nominated Supervisor has the final decision regarding the child's return to the child care centre.

Parents are asked to notify Kids Haven if their child contracts an infectious disease. A note will be placed on the notice board informing all parents of the disease, with a relevant fact sheet. Confidentiality will be maintained regarding the name of the child.

Guidelines For Exclusions

Conditions	Instructions for affected child	Contacts (other than family members)
Elevated Temperature (*)	A child with an elevated temperature must be excluded for a full 24 hours after the temperature returns to normal without the need for medication.	Not excluded
Amoebiasis (Entamoeba histolytica)	Exclude until there has not been a loose bowel motion for 24 hours.	
Diarrhoea (non-specific) or Vomiting	A child with diarrhoea or vomiting must be excluded for a full 24 hours after returning to a normal diet. In the instance of non-infectious diarrhoea, the parent must provide a note from his/her GP stating that the child is not infectious before he/she may return.	
Immunisation (*)	A child must be excluded for 24 hours after immunisations have been administered. This is deemed necessary to monitor children for adverse reactions to immunisation.	
Chickenpox (Varicella)	Exclude for at least 5 days after the rash first appears AND all the blisters are dry AND the person is systemically well.	Any child with an immune deficiency (like leukaemia) or receiving chemotherapy should be excluded for their own protection.
Cold Sores (*) (Herpes Simplex)	Exclusion is not necessary if the person is developmentally capable of maintaining hygiene practices to minimise the risk of transmission. If the person is unable to comply with these practices they should be excluded until the sores are dry. Sores should be covered by a dressing where possible.	Parents need to take Necessary precautions. Staff with cold sores will not work with new born babies.
Conjunctivitis	A child with either viral or bacterial Conjunctivitis must be excluded until 24 hours after treatment and all discharge has ceased. In the case of allergic	

	conjunctivitis, the parent must provide a note from a GP stating that the child is not infectious before he/she may return.	
CMV Cytomegalovirus infection	Exclusion is NOT necessary	Not excluded
Covid 19	Exclusion until isolation is completed and clearance from doctor is obtained.	All close contacts
Diarrhoea:		
Specific	A child with a specific diarrhoea infection must be excluded until bowel motions have returned to normal and until at least 24 hrs after the last abnormal motion. A medical certificate of recovery must also be produced. (*)	
Campylobacter	As above	Not excluded
Cryptosporidium infection	As above	Not excluded
Giardiasis	As above and until vomiting has ceased for 24 hours.	Not excluded
Rotavirus	As above and until vomiting has ceased for 24 hours.	Not excluded
Salmonella	As above	Not excluded but anyone with Salmonella or Shigella must not be involved in food preparation. (*)
Worms (*)	All of the above require notification by medical practitioner to Area Health Exclude if present in bowel motions	
Diphtheria	Exclude until: (a) at least two negative throat swabs have been taken (the first not less than 24 hours after cessation of antibiotic treatment and the second not less than 48 hours later); and (b) a certificate is provided by a medical practitioner recommending that the exclusion should cease.	Exclude family and household contacts until approval to return has been given by the Chief Health Officer.
Glandular Fever	Until child is well.	
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours.	
Hand, Foot and Mouth Disease (Coxsackie virus)	Exclude until all blisters have dried.	
Head Lice	A child with head lice may return after treatment.	
Haemophilus Influenza type B (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least four days and a certificate is provided by a medical practitioner recommending that the exclusion should cease.	Non-immunised children are excluded. Other children and staff may require a course of antibiotic treatment and/or vaccination.

Hepatitis A (viral)	Exclude for at least 7 days after the onset of jaundice and a certificate is provided by a medical practitioner recommending that the exclusion should cease.	Not excluded
Hepatitis B	Exclusion not necessary	Not excluded
Hepatitis C	Exclusion not necessary	Not excluded
HIV AIDS	Exclusion is not necessary. If the person is severely immunocompromised they will be vulnerable to other people's illnesses.	Not excluded
Hydatid Disease	No exclusion necessary	Not excluded
Impetigo (School Sores)	Exclude until appropriate treatment has commenced and sores on exposed surfaces are covered with a watertight dressing.	
Influenza and Influenza like illness	Exclude until well	Not excluded
Leprosy	Exclude until approval to return has been given from appropriate health authorities.	Not excluded
Measles	Exclude for at least 4 days after the rash appears and until fully recovered.	Immunised contacts not excluded. Non-immunised contacts must be excluded for two weeks unless immunised within 72 hrs of exposure.
Meningococcal Infection (Meningitis or septicaemia)	Exclude until well and until adequate carrier eradication therapy has been completed. A medical certificate of recovery must be produced.	Not excluded if receiving rifampicin or other antibiotic treatment
Mumps	Exclude for 9 days after the onset of symptoms, or until swelling goes down (whichever is sooner).	Not excluded
Parvovirus (fifth disease, slapped cheek)	Exclude until well	Not excluded
Poliomyelitis	Exclude for at least 14 days after the onset of symptoms and until a certificate is provided by a medical practitioner recommending that the exclusion should cease.	Not excluded
Ringworm / Tinea	Excluded until the day after effective treatment has commenced. All lesions must be covered.	
Respiratory Syncytial virus	Exclusion is NOT necessary.	Not Excluded
Roseola	Exclusion not necessary	Not Excluded
Ross River Fever	Exclusion is NOT necessary. Exclusion of Contacts	Not excluded.
Rotavirus infection	Children are to be excluded from the service until there has not been a loose bowel motion or vomiting for 24 hours	Not excluded
Rubella (German Measles)	Exclude for 4 days after the rash appears and until fully recovered.	Not excluded. NOTE: Female staff of child-bearing age should ensure that their immune status against rubella is adequate.
Scabies	That a child be excluded until 24 hours after effective treatment has commenced.	Not excluded

Scarlet fever / Streptococcal sore throat	Exclude until the person has received anti biotic treatment for 24 hours and is feeling well.	Not excluded
Salmonella infection	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Shigella infection	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded
Thrush - Oral (*) Thrush – Genital(*)	A child with oral thrush must be excluded until all evidence of infection has cleared (including 24 hours exclusion after the commencement of any treatment). In the case of genital thrush a child must be excluded for at least 24 hours after treatment has commenced.	Not excluded
Toxoplasmosis	Exclusion is not necessary	Not excluded
Tuberculosis (TB)	Exclude until a medical certificate has been provided from appropriate health authority	Not excluded
Typhoid, Para-Typhoid	Exclude until a medical certificate has been provided from appropriate health authority	Not excluded Unless Area Health notifies the Director. If the Area Health Officer gives notice, exclusion is subject to the conditions in the notice
Tetanus (*)	A child with Tetanus must stay at home until fully recovered.	Not excluded
Whooping cough (Pertussis)	Exclude for 21 days from start of cough, or for 5 days after starting a course of antibiotics recommended by doctor.	
Viral Rashes (*)	A note from the child's GP stating that the rash is not infectious must be provided and the child must be well enough to attend.	Not excluded

Accidents

Accidents that require more than minor first aid are recorded on our Injury, Incident, Trauma and Illness Form. Parents are required to sign the form acknowledging the incident.

- Disposable gloves will be worn by staff when administering first aid.
- In the case of a medical emergency, an ambulance may be called. Parents will be notified immediately and, if possible the child's Doctor.
- Incidents that need a bandaid will not be reported on a form unless requested by the parent.

Hygiene

Hand washing is the most important way of controlling infection.

Through modelling and reminding, staff will encourage children to use appropriate hygiene practices:

- Children will be encouraged to wash hands with liquid soap and running water prior to eating, after toileting, after wiping nose and after playing outside.
- Children will dry hands on a disposable paper towel.
- Children will be encouraged to cover mouth with the inside of their elbow when sneezing or coughing to prevent the spread of germs.

Parent/ Family Involvement

Families are welcome at Kids Haven Early Learning Centre at all times. It is our role to compliment the care, guidance and education of your children in a loving, caring, social setting.

Families are invited to be involved in the centres program in the following ways:

- Coming to the centre to share aspects of cultural background, hobbies, and occupations.
- Assisting in incursions.
- Assisting in fundraising.
- Share ideas for programming.
- Attending our family days such as Morning Tea's Australia Day celebrations mother's day father's day grandparent days, ,Easter Hat Parade, Book week and Christmas party.

If you have any other suggestions please feel free to see the Nominated Supervisor.

Complain

- If you are unhappy with any part of our service, then you have the right to make a complaint.
- The matter should be discussed immediately by talking / emailing the nominated supervisor.
- If the parent is unsatisfied with the outcome, the matter should then be discussed with the director.
- If the problem has not been solved the matter can be then brought to the attention of the Department of Education

By the same token if you are happy with our service we would love to hear it.

The Daily Routine

Although the routines of each room and age group will vary, the same aspects are contained in each. We endeavour to provide a home and family environment at the service where the children feel comfortable and secure at all times and our daily routines reflect this.

Throughout the day the children are experiencing a number of different activities which are part of the educational and developmental programs operated by all of our educators.

Morning tea is in separate rooms and is progressive so that each child's agency is promoted. Whether we are inside or outside each child has the opportunity to decide when and what they would like to eat.

Both the 2-3- and 3-4 and 4-5 year rooms are given separate times in the backyard so they all have the chance to experience and explore age appropriate and challenging experiences without hesitation or worry. From time to time the babies will join the 2-5yrs in the back yard as the start of their transition to the toddler room and to be with their siblings.

Morning meetings and group times are encouraged however the children who do not wish to participate are able to find quiet activities to play with.

Lunch is set at different times in the day according to the children's needs and ages. We see this as an opportunity for the children to develop social skills so we encourage the children to eat together as a room group however if there are specific needs and routines that the children have, we are happy to accommodate this.

Please do not pack chips, lollies, chocolate eggs, Nutella/peanut butter sandwiched, nut bars, prawns/ shellfish or poppers. Water will be offered to your child all day.

We are participants with the munch and move program and will be abiding by healthy eating guidelines as much as possible.

If your child has something in their lunch box they are unable to consume it will be put in a snap lock bag with a note explaining why your child could not eat this product

The Program/ Curriculum

Kids Haven Early Learning Centre's curriculum is based around our philosophy and goals and is designed to meet the needs of each child based on their stage of development. Taking into consideration the unique factors and context of the diversity of families, cultures and the local community in which our centre is located.

The Early Years Learning Framework "Belonging, Being, Becoming and My time our place", guides our centre's curriculum and enables each child's learning in the 5 outcomes.

1. Children have a strong sense of identity.
2. Children are connected with and contribute to their own world.
3. Children have a strong sense of wellbeing.
4. Children are confident and involved learners.
5. Children are effective communicators.

Kids Haven aims for our curriculum and practices to be stimulating, educational, engaging and enhancing to the children's learning and development. Our School readiness program aims to nurture the development of life skills, and complement children's experiences, opportunities and relationships at school, home and in the community.

Educators aim to create positive learning environments and guide experiences for each child in conjunction with their family. Educators will observe children and facilitate their learning to provide each child with an individualised portfolio by documenting their learning throughout the year. Children and their families will be encouraged to participate in the ongoing process to promote engaged learning.

Our service is committed to the Early Years Learning Framework (EYLF).

Observations of all children enrolled in our service will be documented using our qik kids program and kept for future reference.

QIKKIDS ACCESS

At Kids Haven we are becoming more sustainable and as part of our program we have chosen to go paper free.

We are now using the QIKKIDS (my family lounge) app to document every child's observations and do our daily diaries. You can gain access through www.QKENHANCED.COM.AU click forget password and a link will be sent to your email address to set up a username and password and download on any smart phone or device. Please remember to give us photo permission so we can publish your child's observations.

Our Program

- Provides active, quiet activities.
- Provides indoor and outdoor activities.
- Provides whole group, small group and individual activities.
- Provides freedom of choice.
- Provides developmentally appropriate activities and materials.
- Provides flexibility to cope with changes in weather conditions, change in routines, unforeseen circumstances.
- Provides provision of the integration of children with additional needs.
- Provides cultural and linguistic diversity.
- Provides Gender equality.
- Parents may seek consultation with their child's educator on their child's assessment and perceived needs. Records are confidential and remain the property of the centre.
- Parents, other family members and people in the community are encouraged to participate and to provide input into the centre's program.
- The program provides for children with special needs.



- The program will reflect the overall development of the children through social, emotional, language, cognitive and physical growth as well as health, welfare and educational experiences that encourage the children's creativity and self-expression.

Enrolment Policy and Orientation Procedures

Families are encouraged to spend some time at the centre prior to their child's first day. This time allows the child and families to familiarise themselves with the centre and makes transition on the first day easier.

At appointment for enrolment interview each family will:

- Fill out enrolment form.
- Be advised of hours of operation – 7:30am – 6:30pm or 9am to 3pm
- Be advised of their child's start date.
- Be advised of fees, enrolment fee and any available subsidy and entitled hours (child care subsidy by Centre link).
- Be advised of what their child needs to bring each day.
- Be given information on family involvement in the centre.
- Be orientated to the centre.
- Be introduced to the staff in their child's room and most staff in the centre if present.
- Also time to organise a "buddy" if age appropriate.
- Told about our Facebook page.

On enrolment families MUST provide:

- Child's full name.
- Child's D.O.B.
- Family address.
- Parents or guardians names, address and contact phone numbers.
- Child's CRN number.
- Medicare number.
- CRN and DOB of the family member who is claiming for child.
- Minimum of two (2) emergency contact persons who are able to make decisions regarding the welfare of the child.
- Details of persons authorised to collect the child from care. Nominated persons must be over 18 years. Staff will ask to view photo identification of any persons they are unfamiliar with and cross reference these with the child's enrolment form.
- Authority to seek professional help in case of an emergency.
- Details of the child's doctor and dentist.
- Details of any illness or condition the child may have.
- Details of any allergies/ dietary restrictions the child may have.
- Staff will also need a copy of the child's birth certificate and immunisation records.
- Custodial information - If there are any current court orders in place, Kids Haven must retain a copy of this documentation.

Optional permission is sought to:

- Administer Panadol in the case of fever.
- Apply a broad spectrum sunscreen SPF 50+ (Refer to Sun safe Policy).
- Media consent for staff to take photographs of children.
- Take observations on children, focusing on needs, strengths and abilities.
- Take photographs of children for other families, i.e. on occasion families bring in their personal camera for staff to photograph their child's birthday cake/ party at preschool.
- Participate in cooking experiences and taste testing activities.

In addition families may also choose to give permission for children to have their own brand of sunscreen applied.

Priority of Access

Children who are enrolled at the service or whose families are seeking a place at the service will be given Priority of Access in accordance with the guidelines that have been established by the Department of Family and Community Services and Indigenous Affairs.

Our service accepts enrolments of children aged between 0-6 years and 6 years to 12 years.

Enrolments will be accepted providing:

- The maximum daily attendance does not exceed the approved number of places of the service.
- Child-educator ratios are maintained across the service.
- A vacancy is available (Please see Priority of Access Guidelines below).

Priority of Access Guidelines:

Below are the Priority of Access levels which the service must follow when filling vacancies:

1. A child at risk of serious abuse or neglect.
2. A child of a single parent/ guardian who satisfies, or of parents/ guardians who both satisfy the work/ training/ study test under Section 14 of the Family Assistance Legislation Amendment (Child Care) Act 2010.
3. Any other child.

Within these three categories priority is also given to the following children:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a disabled person.
- Children in families on low income.
- Children in families from culturally and linguistically diverse backgrounds.
- Children in socially isolated families.
- Children of single parents/ guardian.

Upon enrolment families will be notified of their priority and advised that if the service has no vacancies and their child's position is a priority 3 under the Priority of Access Guidelines, it may be required that their child leave or reduce their days in order to make a place for a higher priority child.

Fee Policy

Aim:

Kids Haven Early Learning Centre aims to provide families of Camden Haven and the broader community with the highest quality and affordable care. This policy aims to provide the families with a clear guideline in relation to the payment of fees.

Procedure / Implementation:

Fees are payable for 50 weeks of the year, including illness, family holidays and exclusion for non-immunisation and general leave.

Accounts:

On your first week at our centre, you will be required to pay for two weeks in advance plus fees for the current week, a total of three weeks gap fees. This means you will be two weeks in advance. You must remain two weeks in advance at all times. If you default in making payment and recovery /legal action is undertaken, you will be responsible for all expenses in relation to the collection of the outstanding amount including, but not limited to, all charges and fees, legal costs on an indemnity basis, and disbursements.



Any change of financial income may alter your fee structure, please advise our Centre and FAO (13 6150) if this occurs. All payments are to be made via Debit success or Direct deposit only.

Enrolment Fee:

On enrolment, a one-off administration fee of \$50 is payable, this is non-refundable. If you are taking extended leave (holiday etc) and you wish for your child's place to be held a \$50 enrolment fee will be applied on a new booking start date.

Room Session Hours for Full Session 7.30am – 6.30 pm

Room	Session Hours	Age	Fee amount
Nursery	Full Session	0-2	\$102
Toddlers	Full Session	2-3	\$102
Pre-School	Full Session	3-5	\$100

Room Session Hours for Short Session 9am – 3pm

Room	Session Hours	Age	Fee amount
Nursery	Short Session	0-2	\$79
Toddlers	Short Session	2-3	\$79
Pre-School	Short Session	3-5	\$77

Room Session Hours Fee Amount

Room	Session Hours	Age	Fee amount
Before School Care	7.30AM-9.00AM	5-12	\$24
After School Care	3.30PM-6.30PM	5-12	\$41
Vacation Care	Full Session	5-12	\$84

Room	Session Hours	Age	Fee amount
Nursery	Casual 7.30am-6.30pm	0-2	\$134
Toddler	Casual 7.30am-6.30pm	2-3	\$132
Preschool	Casual 7.30am-6.30pm	3-5	\$130
Vacation Care	Casual 7.30am-6.30pm	5-12	\$116

Late pick – up fee will apply as per our fee policy

Bond Deposit: to be paid if you are not on debit success.

The centre requires that two weeks should be paid in advance. This is kept as a bond. The bond is calculated at 2 weeks full fee for the number of days booked in a week e.g. if your days of care required are Monday, Wednesday and Friday in preschool then the bond deposit is \$80 x 3 (days) x 2 (weeks) = \$480.

Total Bond and enrolment fee: \$480 a receipt will be issued for bonds.

For any bonds that require to be refunded, this can take up to 8 weeks after leaving the service. This allows time to ensure that there are no changes made by FAO on Childcare Subsidy(CCS), time for the service to process this to the financial department, and time allocated to transfer and clear funds.

Please Note: Bonds and Fees are to be paid on commencement 2 weeks in advance as well as payment for the current week.

Notice of Withdrawal

It is our policy that parents must give two weeks written (14 days) notice before they withdraw from the Centre. If notice is not given, two weeks of fees will be added onto your account; monies will be retrieved from two weeks fees paid as your bond.



It is Government (DEEWR) legislation that a child must attend on the last day of enrolment to receive Childcare Subsidy(CCS) for the notice period. If your child does NOT attend, you will be charged FULL fees up until the last day of attendance. If the child does not attend due to illness then a medical certificate must be provided to the centre for the last days of attendance.

Payment Options:

Kids Haven ELC accepts payment via direct deposit over the counter at any Westpac Bank or via electronic fund transfer into our account or through Direct - Debit.

Over Due Accounts:

Fees are payable weekly, failure to do so will result in a late fee of \$3 per day from payment due date until payment is made. Two weeks of non-payment will result in notice given unless other arrangements have been made with the nominated supervisor. If absent for an extended period of time e.g. holidays, please ensure that the fees has been paid prior to leave. If families are having financial difficulties, they are encouraged to discuss this matter with the Director/ Owner to organise alternate arrangements for payment of fees.

Absences:

All absences will be recorded and submitted to the Department of Education Employment Training and Workplace Relations (DEETWR). In accordance with the State government regulation, each child will be allocated a set number of absent days. Excessive unexplained absences may result in Centrelink terminating fee relief through child care subsidy. Family enquiries relating to cancellation of Child Care Subsidy due to excessive absences will be directed to Centrelink, the client family will be liable for the whole amount of the centres daily fee.

In the event that a child is absent without notice for two weeks their position at the centre will be cancelled. Every effort will be made to contact the family prior to taking this action. Any outstanding amounts will be forwarded to the family for immediate payment. All families will be notified of this policy upon enrolment.

- Child Care Subsidy(CCS) is available to all families who are Australian Residents. To find out their eligibility, families must contact the Family Assistance Office.
- Child Care Subsidy can be received as a reduction of fees through the service.

A late fee will apply to children still at the centre after 6.30pm. A fee of \$25 will be charged for the first quarter of an hour and \$20 for every 15 minutes after that. These fees must be strictly enforced to pay the two staff members who have stayed back with the child.

No cash or cheques accepted.

Direct Deposit Details

	Electric Fund Transfer	Cash Deposit over the counter at Westpac
Account Name	Kids & Toddlers Care Pty Ltd	Kids & Toddlers Care Pty Ltd
Bank	Westpac	Westpac
BSB Number	032 270	032 270
Account Number	365 110	365 102

Remember to use your child last name and DOB as the reference. For example, if the child's last name is Smith and DOB is 29th March 2014 then the reference should be **Smith290314**.

Nutritional Policy

Aim:

Our service aims to promote healthy lifestyles, good nutrition and the wellbeing of all children, educators and families using procedures and policies. We also aim to support and provide adequately for children with food



allergies, dietary requirements and restrictions and specific cultural and religious practices. This dietary information will also be provided to families so they can plan healthy home meals for their child.

Implementation:

Kids Haven has a responsibility to help children attending the service to develop good food habits and attitudes. By working with families and all educators, we will also positively influence each child's health and good nutrition at home. As stated in the *National Regulations (Regulation 79 [4])*, we recognise that these requirements do not apply to food or a beverage provided by a parent of family member for consumption by their child at the service.

Kids Haven Early Learning Centre aims to:

- Encourage and support breast feeding and appropriate introduction of solids.
- Promote healthy food and drinks based on the Australian Guide to Healthy Eating and the Dietary Guidelines for Children and Adolescents.
- Provide food to the children that have been stored, prepared and served in a safe and hygienic manner and to promote hygienic food practices.
- Provide a positive eating environment which reflects cultural and family values.
- Promote lifelong learning for children, early childhood educators and families about healthy food choices.
- Encourage communication with families about the provision of appropriate healthy food and drinks for children while they are attending the service.

Breastfeeding

- Healthy lifestyles and good nutrition for each child is paramount. As such, we encourage all families to continue breast feeding their child until at least 12 months in line with recommendations for recognised authorities.
- We aim to work with families with children who are still being breastfed and provide a supportive environment by feeding children breast milk supplied by their families.
- We will provide a supportive environment for mothers to breastfeed.
- Families will be regularly reminded by educators and the service to update the service in regards to their child's preferences, habits, likes, dislikes, dietary requirements and restrictions.

Sun Safe Policy and Procedures

Statement:

Unprotected exposure to the sun in childhood significantly increases the risk of developing skin cancer in later life. Australia has the highest rate of skin cancer in the world; as many as two out of three people who live in Australia will get skin cancer at some time. Research has indicated that young children and babies have sensitive skin that places them at particular risk of sunburn and skin damage. Exposure during the first 15 years of life can greatly increase the risk of developing skin cancer in later life. By implementing sun protection policies that reduce exposure to the sun's rays, child care services play a crucial role in reducing a person's lifetime risk of skin cancer.

Aim:

Kids Haven Early Learning Centre aims to ensure that all children and staff are protected throughout the year from the harmful ultraviolet radiation (UV). The policy aims to promote sun safety and reduce exposure to UV through a comprehensive approach considering sun protection behavior, organisation of activities, the services outdoor environment and education of children, staff and parents.

Our Sun Protection Strategies are:

Outdoor Activities:

- From October to March sun protection is required at all times. It is recommended that extra sun protection is needed between 11am and 3pm and during this period outdoor activities should be minimised. Minimising outdoor activities includes reducing both the number of times (frequency) and the length of time



(duration) children are outside. However during the hottest months Kids Haven aims to be inside during 11 am and 3pm time frame.

- It is recommended that from April to September outdoor activity can take place at any time. However, from 10am – 2pm sun protection is required. Kids Haven will aim to provide sun protection all year round.
- In June and July, when the UV Index is mostly below 3, sun protection is not required. Extra care is needed for schemes in the far west and north of NSW and for all children who have very fair skin. Kids Haven will provide sun protection all year round.
- All sun protection measures (including recommended outdoor times, shade, hat, clothing and sunscreen) will be considered during play sessions. We do not conduct excursions however the sun safety requirements would be considered in the event of an excursion.

Shade:

All outdoor activities will be planned to occur in shaded areas. Play activities will be moved throughout the day to take advantage of shade patterns. Staff will provide and maintain adequate shade. Shade options can include a combination of portable, natural and built shade. Regular shade assessments will be conducted to monitor existing shade structures and assist in planning additional shade requirements.

Sunscreen:

- Kids Haven Early Learning Centre will provide a SPF 50 + broad spectrum, water resistant sunscreen. Sunscreen is stored in a cool, dry place and the use-by date monitored.
- All adults and children will apply SPF50+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors and reapply every two hours.
- Families will be informed that sunscreen will be applied and permission for this will be sought on enrolment through parent signature. If permission to apply sunscreen is not given, parents will be asked to provide sunscreen for their child.
- If for some reason a child cannot wear sunscreen, the family will be advised to try to ensure that the child wears adequate sun protection clothing. Families will be asked to retain a letter from the family general practitioner.
- Sunscreen will be applied in a way that avoids cross infection, for example, older children applying their own sunscreen, or use of soft disposable towel to apply sunscreen.
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In relation to children – Hats:

Educators and children are required to wear sun safe hats that protect their face, neck and ears. A sun safe hat is:

- Legionnaire hat.
- Bucket hat with a deep crown and brim size of at least 5cm (adults 6cm).
- Broad brimmed hat with a brim size of at least 6cm (adults 7.5cm)

Hats should be clean and clearly labelled with the child's full name.

Please note: Baseball caps or visors do not provide enough sun protection and therefore are not recommended.

- Children without a sun safe hat will be asked to play in an area protected from the sun or can be provided with a spare hat.
- Spare hats will be available for children whose hats have been misplaced. The centre will launder these at the end of the usage by the child.
- Families will be encouraged to wear sun protective clothing and hats when involved in service activities.

In relation to children – Clothing:

When outdoors, children are required to wear sun safe clothing that covers as much of the skin (especially the shoulders, back and stomach) as possible. This includes wearing:

- Loose fitting clothing, shirts or dresses with collars or sleeves, longer style shorts and skirts.
- Please note: Midriff, crop or singlet tops do not provide enough sun protection and are therefore not recommended.

- Families will be advised through the Parent Handbook to dress their children in sun protection clothing where possible. For example, shirts and dresses with collars and sleeves, longer shorts or skirts and use of close weave fabric.
- Children who are not wearing sun safe clothing can be provided with spare clothing.

In relation to Babies – Under 12 months:

- Babies under 12 months will not be exposed to direct sunlight and are to remain in dense shade when outside. They will wear sun safe hats and clothing, and small amounts of SPF50+ broad-spectrum water-resistant sunscreen can be applied to their exposed skin.

In relation to families:

- Families will be encouraged to wear sun protective clothing and hats when involved in service activities.

In relation to staff: Role Modelling

Staff will wear hats that protect the face, neck, ears and crown of the head for outdoor activities. Adults and children are required to wear sun safe hats that protect their face, neck and ears. A sun safe hat is a:

1. Legionnaire hat.
 2. Bucket hat with a deep crown and brim size of at least 5cm (adults 6cm).
 3. Broad-brimmed hat with a brim size of at least 6cm (adults 7.5cm).
- Staff who have forgotten their hat and relief staff may obtain a spare hat from the office.
 - Staff will wear a sun safe hat, clothing and Australian Standard 1067 sunglasses (optional).
 - Staff will be advised to wear the Kids Haven uniform which meets the recommendations from the Cancer Council.
 - The centre will provide SPF 50+ broad spectrum, water resistant sunscreen for use by staff.

Education

- Children and their families will learn about sun protection. Sun protection information will be regularly communicated through newsletters, meetings and notice boards. The sun protection policy (including updates) will be provided to all staff. Further information is available from the Cancer Council website www.cancercouncil.com.au/sunsmart.
- Parents will be informed of this sun protection policy (including hat, clothing and sunscreen requirements) and encouraged to practise Sun Smart behaviours at all times.
- Sun protection awareness activities will be included in the centre's program.
- Sun protection information will be included in parent handbooks, enrolment forms, and parent newsletters. The policy will be reviewed and displayed on the notice board on review.

Privacy Policy

Aim:

This policy is to address the issues of privacy and confidentiality of children, educators, volunteer workers and parents using the service.

It aims to protect the privacy and confidentiality by ensuring that all records and information about individual children, families, educators and management are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the service or have a legal right to know. Kids Haven Early Learning Centre aims to Comply with the Commonwealth Privacy Amendment (private sector) Act 2000.

Rationale:

We are covered by the Federal Privacy Act and its National Privacy Principles (NPP) which sets out standards for collection, use, disclosure, and handling of personal information.



Implementation:

The Approved Provider will:

- Ensure that information collected from families, educators and the community is maintained in a private and confidential manner at all times.
- Ensure that information is not divulged or communicated to another person than the ways outlined as appropriate in the Education and Care Services National Regulations 2011, 181, which says information can be communicated:
 - To the extent necessary for the education, care or medical treatment of the child.
 - To the parent of the child whom the information related.
 - To regulatory authority or an authorised officer.
 - As authorised, permitted or required to be given by or under any act or law.
 - With written consent of the person who provided the information.

The Nominated Supervisor will:

- Maintain up to date enrolment forms, including information from families on immunisation updates, contact details of family members, emergency contact information and any medical or legal information required by the centre.

Educators will:

- Not share information about the centre, management, other educators or children and families without written permission or legislative authority.

NPP1: Collecting Information

Information that is gathered will be limited to that which is necessary for the care and education of the children, and to comply with relevant legislation. In each instance of collection, for both families and staff, the organisation's identity, purpose, access, storage, disclosure entities and disposal or laws governing the collection will be provided.

The primary purpose of collecting information is to enable Kids Haven Early Learning Centre to provide children and families with a quality service that is developmentally appropriate, educational, stimulating and safe.

NNP2: Use and Disclosure of Information

- Kids Haven will not use or disclose personal information for any purpose that is unrelated to our centre. Family consent will be obtained.
- Kids Haven management discloses personal and sensitive information to service staff where appropriate for the purpose of administration and child education. This can include the child's name, date of birth, and specific needs of the child or family.
- Kids Haven will obtain family permission before disclosing their child's personal and sensitive information to professionals attending the centre for the purpose of providing a service to the child. This includes early intervention teachers, speech therapists, primary school teachers, and occupational therapists.
- On occasion personal achievements or photographs may be displayed in the centre. Families maintain the right to be excluded from this practice.
- From time to time Kids Haven Early Learning Centre participates in fundraising events. Information received will not be disclosed to a third party without the consent from the individual.
- Families wishing to obtain information relating to their own child should contact the Authorised Supervisor/ Owner to make arrangements.
- If personal information of others is provided to Kids Haven such as doctor or emergency contacts, we encourage that these people are informed that their details have been disclosed and why.

Disclosure of Information to the Public Health Unit



- In the case of an outbreak of a notifiable disease Kids Haven is required by law to notify the Public Health Unit of the North Coast Area Health Service (NCAHS). Information regarding the child, contact information for the family, and general practitioner and details of the disease will be disclosed only to an authorised officer at NCAHS.

NPP3: Data Quality

Kids Haven Early Learning Centre will take all reasonable precautions to ensure personal information will remain accurate, current and complete. Responsibility for update of information falls to both family and the service.

When personal information changes families are required to advise the centre staff so their records can be updated. This includes but is not limited to, changes to:

- Name
- Address
- Immunisation History
- Emergency Contact Persons
- Persons Authorised to Collect
- Health / Medical Information
- Custody Arrangements

The licensee will ensure the information is collected and maintained in accordance with the Children's Services Regulations 2004.

NNP4: Data Security

Personal information will be protected from misuse, loss, unauthorised access, unauthorised modification or disclosure as per Kids Haven Early Learning Centre's Confidentiality Policy (refer to section 6 – confidentiality). Information no longer required will be de-identified and disposed of appropriately. Some information will be stored according to Children's Services Regulations 2004 (refer to Record Keeping Policy Section 3).

NPP5: Openness

The person who has provided the information has the right to access their information kept by the service.

NPP6: Access and Correction

Individuals must be provided with access to their personal information and be allowed to correct or explain something with which they disagree with.

NPP7: Identifiers

Government identifiers such as Medicare numbers, Veteran Affairs numbers, Centrelink numbers, or Provider numbers etc. can only be used for the purpose for which it was issued and supplied.

NPP8: Anonymity

Anonymous transactions such as surveys, complaints, suggestions with an organisation, wherever possible should be available.

NPP9: Transfer Data Flows

Information will not be transferred from Kids Haven Early Learning Centre without written consent from information provider and or the person concerned.



NPP10: Sensitive Information

Relates to information about individuals religious beliefs, racial or ethnic origin, philosophical beliefs, political opinions, membership of a political association, membership of a trade union, sexual preferences or practices, criminal records or health information. A higher level of privacy protection applies to sensitive information and can only be collected with an individual's consent.